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**BEFORE THE PUBLIC UTILITIES COMMISSION OF THE  
STATE OF CALIFORNIA**

Order Instituting Rulemaking to  
Examine Electric Utility  
De-Energization of Power Lines in  
Dangerous Conditions.

Rulemaking 18-12-005

**SOUTHERN CALIFORNIA EDISON COMPANY'S (U 338-E) ACCESS AND  
FUNCTIONAL NEEDS PLAN FOR PUBLIC SAFETY POWER SHUTOFF SUPPORT  
PURSUANT TO COMMISSION DECISION IN PHASE TWO OF R.18-12-005**

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Dated: **November 1, 2021**

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Southern California Edison Company (SCE) hereby submits its 2021 Access and Functional Needs Plan for Public Safety Power Shutoff Support Pursuant to Commission Decision in Phase Two of R.18-12-005, attached hereto as Attachment A.

Respectfully submitted,

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November 1, 2021

**Attachment A**



# **Southern California Edison's Access and Functional Needs 2021 Plan for Public Safety Power Shutoff Support Pursuant to Commission Decision in Phase Two of R.18-12-005**

November 1, 2021

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## I. INTRODUCTION

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Pursuant to the California Public Utilities Commission's (CPUC or Commission) Decision (D.) 20-05-051, Adopting Phase 2 Updated and Additional Guidelines for De-Energization of Electric Facilities to Mitigate Wildfire Risk (Decision),<sup>1</sup> Southern California Edison Company (SCE) submitted its first Access and Functional Needs (AFN<sup>2</sup>) Plan for Public Safety Power Shutoff (PSPS) Support on June 1, 2020 (2020 AFN Plan). The AFN Plan described SCE's efforts to address the challenges people with access and functional needs are facing during PSPS de-energization events. Quarterly updates were submitted on the following schedule: Sep. 1, 2020, and Dec. 1, 2020, providing updates on SCE's progress to goals for the 2020 AFN Plan. SCE submitted its 2021 AFN Plan on Feb. 1, 2021, which laid out SCE's current goals for addressing the needs of its ~~vulnerable populations~~ AFN Customers during PSPS de-energization events in 2021. On Apr. 30, 2021, SCE submitted its Q2 2021 quarter update and on August 2, 2021, SCE submitted its Q3 2021 quarterly updates to the 2021 AFN Plan. This quarterly update supplements the 2021 AFN Plan to document SCE's progress in addressing the needs of the AFN population during PSPS de-energization events.

As stated in SCE's 2020 AFN Plan, SCE performed research using both internal and external data that could help identify the population and percentage of SCE's customer base that meets the AFN definition set out in D.19-05-042. The results of that research and analysis found that nearly 80 percent of SCE's total customer population would fall into at least one AFN category.<sup>3</sup> Using the information obtained through this analysis, each AFN category was assigned a vulnerability value from high to low, which aids SCE in developing customer care plans for PSPS events. These

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<sup>1</sup> D. 20-05-051, which was adopted by the Commission on May 28, 2020.

<sup>2</sup> The Commission has defined AFN populations as: "individuals who have developmental or intellectual disabilities, physical disabilities, chronic conditions, injuries, limited English proficiency, or who are non-English speaking, older adults, children, people living in institutionalized settings, or those who are low income, homeless, or transportation disadvantaged, including, but not limited to, those who are dependent on public transit or those who are pregnant." D.19-05-052, pp. A6-A7.

<sup>3</sup> -The 80% figure was determined through a combination of customer service programs and appended data from a third-party vendor. The IOUs utilize an aligned approach to identify and track customers with AFN based on available data. SCE determined that 46% percent of accounts fall into an AFN category, based on enrollment in the following programs: California Alternate Rates for Energy (CARE), Family Electric Rate Assistance (FERA), Medical Baseline (MBL), including Life-Support (Critical Care), Customers who receive their utility bill in an alternate format (e.g., Braille; large font), Customers who have identified their preferred language as a language other than English, Older adults / seniors, Customers who self-identify as having a condition that could become life-threatening if electricity is disconnected. 46% was calculated based on counts of accounts enrolled in programs or demographic designations SCE has on record that matches an AFN definition. Note that these counts are not always unique accounts. For example, if a customer account were to have a MBL designation as well as a FERA designation; this account would be counted twice.

category values can be aggregated for those customers with multiple types of needs. SCE recognizes that customers who rely on life support devices are those most ~~immediately vulnerable~~ disproportionally affected during PSPS de-energization events, but customers with multiple simultaneous needs (e.g., disabled, low-income, relying on medical equipment, and speaking a primary language other than English) are also a high priority, and in 2021 SCE is committed to expanding existing solutions and exploring new solutions for our AFN population.

SCE does not take lightly the use of PSPS to mitigate the risk of wildfires and continues to review and improve its PSPS processes and customer care activities to reduce customer impacts when PSPS is necessary to protect public safety. The feedback we received throughout the PSPS events in 2020, in President Batjer's letter on Jan. 19, 2021, and during the public CPUC meeting on Jan. 26, 2021, echoes feedback received from customers about areas for improvement. SCE has clearly heard similar messages from regulators, government officials, and public safety partners that it must do more to reduce the frequency and scope of PSPS events going forward, perform PSPS effectively when it is necessary, and communicate its wildfire and PSPS-related plan, process improvements, and support programs in a clear and useful manner.

Though SCE's efforts are expected to benefit all customers, we will continue to prioritize improvements to appropriately serve, support and protect AFN customers.

To that end, and as requested in President Batjer's letter, SCE submitted a PSPS action plan to the CPUC on Feb. 12, 2021, with detailed plans for improvement. SCE also has been providing regular updates to CPUC staff of the Safety and Enforcement Division, Safety Policy Division, and Wildfire Safety Division about progress toward the corrective actions.

SCE's 2021 AFN Plan, and its quarterly updates, focus on identifying, communicating with, and supporting its most vulnerable customers who are most disproportionately affected. Since its submittal of the Q3 2021 quarterly update, SCE has made progress in the following activities since its submittal of the Q1 2021 quarterly update:

- Continued deployment of batteries with the Critical Care Backup Battery (CCBB) program, including 5,059 batteries deployed YTD as of September 30, 2021, which surpasses the initial forecast for the year; 5,779 since the program launched in July 2020
- Beginning July 1, 2021, SCE's online marketplace rebates for portable batteries and portable generators were enhanced to increase participation including up to \$500 for medical baseline customers who live in an area designated as Tier 2 or Tier 3 high fire risk zones.
- Launch of an AFN Liaison Role during IMT activation to engage community-based organizations and to resolve urgent escalation issues from AFN customers
- Continued outreach to customers with the highest likelihood of eligibility and need for the Medical Baseline allowance and outreach through collaboration with AFN agencies
- Researching the needs of AFN customers to better understand their needs during PSPS events



- Expansion of escalated contact attempts, including in-person PSPS visits if needed, to medical baseline customers and customers who self-certify sensitive<sup>4</sup>
- SCE and 211 entered a partnership on 8/13/21 to expand education and connect AFN customers with resources during PSPS events (e.g., transportation, meal delivery, and shelter).

SCE continues to leverage trusted community partners to reach these and other populations of customers within the AFN definition set out in D.19-05-042 to help amplify outreach, awareness and resiliency planning.

CPUC Decision (D.) 21-06-034 requires each utility's annual Access and Functional Needs plan and quarterly updates to incorporate the six steps of the Federal Emergency Management Administration's Comprehensive Preparedness Guide. SCE is in the process of incorporating this requirement into its AFN Plan and will include it in future AFN Plans and quarterly updates.

SCE has begun development of its 2022 AFN Plan in accordance with the FEMA Comprehensive Preparedness Guide as adopted by the Phase 3 Decision. The IOUs have collaborated to align our approach, and to enlist a FEMA expert to assist with the development of the structure. On September 2, the IOU executive team met with the stakeholders identified in D.21-06-034 to initiate the collaborative planning team discussions and propose a schedule, although the stakeholders did not affirm their intent to participate in the planning committee. To encourage comprehensive representation across various AFN perspectives, on September 24, the IOUs introduced this effort to the broader Joint IOU Statewide AFN Council meeting and solicited the participation of AFN Council members on the planning committee. The invitation was also expanded to additional organizations, such as DeafLink, Hospital Council, American Red Cross and CA Rural Indian Health Board. A full list of invited and confirmed organizations is included as appendix A of this quarterly report.

For progress towards implementation of D.21-06-034 see SCE's PSPS Preparedness Report Part 2, submitted to the CPUC on October 26, 2021.

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<sup>4</sup> Customers who self-certify "sensitive" are customers who certify as having a condition that could become life-threatening if electricity is disconnected

## II. CUSTOMER RESEARCH AND FEEDBACK

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### 1. CUSTOMER RESEARCH

SCE remains committed to understanding the unique needs of its AFN customers and finding opportunities to help enhance outreach, education, and resiliency support in advance, during and following emergency situations like PSPS events. To help ensure that we are addressing the right needs, identifying the right solutions and supporting efforts to aid these populations, SCE conducts its own research studies, gathers direct and meaningful feedback from members of the community and partners with trusted stakeholders such as community-based organizations (CBOs), independent living centers (ILCs), the Statewide AFN Advisory Council, 211 Network, PSPS Working Groups, PSPS Advisory Board, and public agencies who represent the AFN population to better understand and address gaps where they exist with our ~~vulnerable~~ AFN customers.

In 2021, SCE will launch a new research study for our AFN customers that will help us further understand the varying needs and impacts of this diverse and ~~vulnerable~~ disproportionally affected population when PSPS events unfold. This study will educate and inform SCE on core activities, such as outreach and education campaigns, in-event notifications, critical support needs during de-energization, ~~as well as~~ and post-event recovery as experienced through our AFN populations. This study will provide insights for meaningful enhancements in these areas. Further, this research study will help to influence customer care plans and future programs that will address the gaps in resiliency capabilities for AFN customers so that as PSPS events unfold, this population will have emergency plans in place that enable them to remain resilient through these events. Data gathered from this study ~~will be used to enhance~~ will enhance and inform the strategies for customer programming and greater integration with the ~~vulnerable~~ AFN population. ~~and customer programs offered by SCE for the needs of our vulnerable populations.~~

#### Update August 2, 2021

~~During the second quarter of 2021, SCE initiated a qualitative study of its AFN customer population. SCE developed discussion guides to conduct interviews with AFN customers to understand their preparedness for PSPS and determine their needs before, during, and after PSPS events. Customer interviews started on Jun. 24, 2021, and additional interviews were conducted in July 2021. A total of 20 AFN customers were interviewed. Research efforts have been completed and preliminary results will be available in the Q4 2021 quarterly report.~~

~~In addition to customer interviews, SCE has engaged CBOs to further understand AFN customer needs. CBOs participating in this research study includes ILCs, 211s, and Area Agencies of Aging (AAA). 11 CBO interviews were conducted.~~

#### Update November 1, 2021

In July 2021, SCE conducted customer research via in-depth interviews (IDIs) with identified AFN customers as well as CBO representatives (i.e., 211's, ILC's and AAA) to:

- Understand what AFN customers need to be as prepared as possible in the event of a PSPS outage.
- Determine AFN customer expectations of SCE before, during, and after a PSPS outage.
- Understand how SCE might collaborate with AFN CBOs to better serve AFN customers during PSPS events

Research results are qualitative with the intention of providing high-level insights through a total of 20 customer interviews and 11 CBO interviews. Insights gleaned from these conversations include:

Though AFN customers are adaptable and resilient in the face of power shutoffs, PSPS events can be costly and disruptive. While PSPS knowledge and planning varies widely, those customers who have been previously de-energized and customers who use electrically powered medical devices are typically most prepared for emergencies.

Across all AFN interviews, a lack of education and resources creates gaps in PSPS preparation and general emergency readiness. Overall, customers have learned to get by during PSPS de-energizations using their own preparedness plans and using SCE communications for updates. However, AFN customers are largely unaware of SCE's other support programs and CBOs that could provide them assistance.

The goal of CBOs during emergencies is to support the needs of their AFN constituents, both with internal resources and in collaboration with other organizations. A main area of future collaborative interest revolves around information sharing—while CBOs are successful at meeting the needs of AFN individuals already in their database, they recognize that there are customers likely falling through the cracks. Because of this, CBOs are open to strengthened communication and collaboration with SCE to identify and fill support gaps through information sharing and other measures.

This research identified several opportunities for SCE and CBOs to work together to enhance the support efforts for AFN customers before, during and after PSPS events. The 4 key areas of opportunity moving forward are:

1. **Education:** Knowledge gaps exist among AFN customers around why PSPS events occur, how they should better prepare for PSPS events, and what support measures exist.
2. **Resourcing:** Providing AFN customers with backup power and replacement food supplies emerged as a critical need. Additionally, informing AFN customers about the various programs and services that are available (i.e., SCE programs and services, CBO support, SCE's recent 211 partnership) and relevant to them will provide them with the necessary tools to withstand PSPS events.
3. **Communication:** Timely and relevant communications is key for AFN customers surrounding PSPS.
4. **Collaboration:** Increased collaboration with trusted sources (e.g. CBOs and fire departments) will be instrumental in better preparing AFN customers for PSPS events.

## **2. CUSTOMER FEEDBACK/SURVEYS**

In 2021-22, SCE will continue to solicit feedback from its customers about PSPS-related activities to obtain insights and recommendations for enhancements to PSPS customer programs and services offered to customers. SCE plans to conduct at least five PSPS-related surveys in 2021 through multiple channels which will include surveys of our AFN population. These surveys will include the PSPS Tracker, wildfire safety community meeting feedback survey, Community Resource Centers (CRCs) and Company Crew Vehicles (CCVs) feedback survey, and In-Language Wildfire Mitigation Communications Effectiveness Pre/Post Surveys. Additional details of the customer feedback and surveys is provided below:

1. The PSPS Tracker is an annual survey conducted at the end of every wildfire season to assess customer awareness and perception of SCE's Wildfire Mitigation Plan (WMP) and PSPS events. Four customer segments are targeted: (a) de-energized customers; (b) notified but not de-energized customers; (c) de-energized but not notified customers; and (d) customers that do not live in a high-risk fire area. The objective of the PSPS Tracker is to understand customer awareness, experience, and opinions of PSPS and how it shapes their perception of SCE.
2. Wildfire safety community meeting surveys conducted to receive feedback on their experience and information provided.
3. CRC/CCV visitation surveys conducted among customers who visited a CRC/CCV during a PSPS event to receive feedback on their experience and the resources and support provided.
4. Online survey for feedback on user experience on the SCE website to determine customer's ability to locate wildfire and PSPS related information and assessment of the information provided.
5. In-Language Wildfire Mitigation Communications Effectiveness Pre/Post Surveys that measures the communications and outreach effectiveness prior to and coincident with the wildfire seasons by prevalent language.

Information gathered through these surveys and feedback channels will be used to assist SCE in mitigating customer inconvenience and discomfort associated with PSPS and/or address challenges faced by AFN customers during those events. SCE will engage its customers and employees through research studies that will help gather meaningful feedback to influence current and new initiatives to assist our AFN populations. SCE is also considering adding customer focus groups or in-depth-interviews to gain more insight from its customer feedback, working to refine its assessments to capture more data as needed, and conducting and centralizing customer feedback.

To conduct customer outreach and community awareness in the prevalent languages, SCE is developing a web-based Multicultural Communications Resource Library. The majority of SCE's channels will provide links to this web-based library that will serve as a centralized hub for customers to find wildfire-related outreach in all prevalent languages. Most notably, this

Multicultural Communications Resource Library will provide non-English speaking customers as well as SCE employees access to the library of translated radio, website, social media, digital ads, print collateral, email, direct mail, notification texts, recorded messages, and emergency alerts created in all languages (beyond English) that are prevalent in its service area. SCE has enlisted a third-party vendor to integrate its translation technology and artificial intelligence capability into SCE's website, [sce.com](http://sce.com), so that webpages can be established in all 19 prevalent languages.<sup>5</sup> This work was completed in December 2020. The estimated deployment and "go live" of SCE's Multicultural Communications Resource Library is expected during the first quarter of 2021.

SCE will continue partnerships with stakeholders across its service area that will also be a source or channel for obtaining feedback regarding PSPS. In the following section, SCE discusses in more detail how these partnerships will also gather feedback from impacted customers for influencing improvements in customers experiences with PSPS.

#### **~~Update August 2, 2021~~**

~~SCE launched its Wildfire Communications Center in April 2021, referred to in the 2021 AFN Plan as the Multicultural Communications Resource Library. At this webpage, SCE's customers and partners can quickly access important Wildfire Safety and PSPS-related communications and outreach in their language of choice.~~

~~**PSPS Tracker:** Both residential and business customer surveys have been completed and SCE has performed quantitative analysis on the information collected. For residential customers who reside in a HFRA, we found majority of the customers are aware of PSPS, but are not as informed on other SCE wildfire mitigation activities. SCE will look to improve customer education on each of SCE's wildfire mitigation programs. A summary on feedback received from business customers will be available in August 2021.~~

~~**Wildfire safety community meeting surveys:** SCE administered a survey at all wildfire safety community meetings in Q2 2021. Over 70% of meeting attendees stated they felt better informed about what SCE is doing to reduce the risk of wildfires and the use of PSPS as well as customer programs to help prepare for PSPS.~~

~~**Community Resource Center (CRC) / Community Crew Vehicle (CCV) visitation surveys:** After each PSPS event, a survey was sent via email to all customers who provided their email address to~~

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<sup>5</sup> SCE's wildfire- and PSPS-related webpages that are available in the 19 prevalent languages include: Wildfire Safety primary landing page ([sce.com/wildfire](http://sce.com/wildfire)), Wildfire Mitigation Efforts page ([sce.com/mitigation](http://sce.com/mitigation)), PSPS page ([sce.com/pspss](http://sce.com/pspss)), PSPS Alerts page ([sce.com/pspsalerts](http://sce.com/pspsalerts)) Fire Weather page ([sce.com/fireweather](http://sce.com/fireweather)), Community Meetings page, ([sce.com/wildfiresafetymeetings](http://sce.com/wildfiresafetymeetings)), and Customer Resources and Support page ([sce.com/wildfire/customer-resources-and-support](http://sce.com/wildfire/customer-resources-and-support)).

an SCE representative at the CRC or CCV. To date, 280 customers have completed the survey in 2021 based on one event. On a scale of 1 to 10, with 10 being extremely satisfied, customers have given an average score of 8.6 for 2021, following an average score of 8.2 in 2020. Roughly two-thirds of respondents rated their satisfaction with CRCs and CCVs as 9 or 10 in both years. SCE will continue to collect feedback from customers to understand their needs.

**~~SCE.com user experience surveys:~~** No updates to report during this period.

**~~In-Language Wildfire Mitigation Communications Effectiveness Pre-/Post-Surveys:~~** SCE has completed most of the data collection of pre-wildfire season Wildfire Mitigation/PSPS-Communications Effectiveness surveys to measure customer sentiment of 1) a random, representative sample of all residential and business customers territory wide (which includes HFRAs) and 2) a targeted, augmented, and representative sample of residential and business customers in HFRAs. SCE specifically measured sentiment with regard to SCE's communications and PSPS preparedness efforts. Analysis of the results will begin in early August 2021 and the report is expected to be available in late August 2021.

### **Update November 1, 2021**

**CRC and CCV visitation surveys:** After each PSPS event, a survey was offered to all customers for those who provided their email address to an SCE representative at the CRC or CCV. Starting in October, SCE added the capability for customers to provide feedback at the CRC or CCV utilizing a QR code. SCE activated CRCs and CCVs on October 11, 12 and 15 to areas that could potentially be affected by PSPS events. Approximately 10% of the customers that visited a CRC or CCV during these events provided an email address. Of those, SCE has received feedback from one customer thus far. On a scale of 1-10, 10 being extremely satisfied, this customer rated service received a 10. We anticipate receiving more feedback from these events which will be reported out in future AFN updates.

**In-Language Wildfire Mitigation Communications Effectiveness Pre- and Post- Surveys:** SCE completed the pre-wildfire season survey with Residential and Business customers territory-wide and in the HFRAs. The survey was conducted in July and August and specifically measured sentiment regarding SCE's wildfire communications and PSPS preparedness efforts – whether in English or other prevalent non-English languages. Respondents were able to take the survey in their language of choice (English or 19 non-English languages). Results were reported in mid-September and compared with the 2020 Pre- survey – most results being comparable to last year's Pre- study.

## **3. EMPLOYEE COALITION AND FOCUS GROUPS**

A key focus in 2021 will be engaging SCE employees in solutions to serve our customers. SCE will continue leading its internal PSPS Employee Coalition Group that was formed in October of 2020 to help ensure our employees remain informed about its WMP, PSPS Incident Management Team

(IMT) activations, and emergency preparedness and to obtain valuable insights and feedback from their own experience of PSPS events.

Additionally, SCE will seek to engage employees who identify as AFN, have family members or friends who are within an AFN category or who provide care for a member of the AFN community. SCE will launch a series of focus groups with SCE's Employee Resource Groups (ERG), Abilities Beyond Limits and Expectations (ABLE) and Caregivers Connect, as well as with members of the PSPS Employee Coalition Group, that will aim to identify gaps and identify both the basic and more crucial needs of these populations during PSPS events. This activity will support the development of initiatives that will identify solutions to fill key gaps in our support of AFN needs. SCE believes that directly engaging employees who are members of the AFN community, or those who are providing care for them, will draw in meaningful feedback and creative solutions from an audience of customers who will challenge themselves to directly be part of the solutions to improve our customer experience during PSPS.

#### **Update August 2, 2021**

~~The PSPS Employee Coalition continues its outreach efforts to employees, building awareness for ongoing PSPS readiness activities. In May 2021, the PSPS Employee Coalition hosted a quarterly meeting with its members to cover various topics such as: aerial inspections, programs intended to increase resiliency of our Medical Baseline Customers during PSPS, and updates on wildfire and external PSPS communications.~~

~~SCE initiated conversations with Business Resource Groups (BRG) such as Valor, Caregivers Connect, and Abilities Beyond Limitations and Expectations (ABLE) to seek input from employees who either identify as AFN, have family members or friends who are within an AFN category or who provide care for a member of the AFN community. Discussions with BRG leaders were held on the week of Jul. 19, 2021, and a survey will be distributed to BRG members in August 2021 to seek input from employees.~~

#### **Update November 1, 2021**

The PSPS Employee Coalition continues its outreach efforts to employees building awareness for ongoing PSPS readiness activities. In September 2021, the PSPS Employee Coalition hosted its 3<sup>rd</sup> quarter meeting with its members and addressed various topics such as: SCE's PSPS decision-making animation, PSPS Operations & Technology overview, 211 partnership & outreach to AFN customers, PSPS engagement efforts with CBOs, and a preview of an upcoming consolidated outage map.

### **III. CONSULTATION WITH INTERESTED PARTIES AND ADVISORY COUNCILS**

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Consistent with SCE's initial AFN Plan submitted to the CPUC in June 2020, SCE will continue engaging with diverse community stakeholders to conduct outreach and raise awareness about PSPS, promote resiliency preparedness for when PSPS events unfold and to gain insights on the varying and

unique needs of our AFN populations. SCE's WMP outlines its strategy and objectives in reaching the broad categories of customers defined as AFN and how SCE will prioritize its customer care for those identified as AFN within its service area from 2020-2022.<sup>6</sup> SCE remains committed to supporting the existing relationships with statewide and local CBOs and trusted agency partners throughout its service area and continues to expand those relationships outward to other trusted agencies that support our AFN customers.

Continuing since 2018, SCE participates in twice weekly meetings with the other Investor-Owned Utilities (IOUs) and weekly/monthly with state agencies to provide real-time updates and share best practices and lessons learned on community outreach and engagement, new product development and potential future programs across the SCE service area. On the local level, SCE continues to build on existing nonprofit relationships and build new partnerships with CBOs, including faith-based and grassroots organizations in High Fire Risk Area (HFRA), prioritizing participation with CBO collaboratives with diverse member organizations serving AFN populations. In 2021, SCE will continue with its co-sponsorship of the AFN Statewide Advisory Council, as well as its role in leading and facilitating the discussions with the PSPS Working Groups and PSPS Advisory Board.

## **1. SCE's COMMUNITY ADVISORY PANEL**

SCE has regularly engaged and consulted with members of its Community Advisory Panel (CAP), which meets three times per year. The CAP includes diverse community stakeholders across SCE's service areas. Members of the CAP are leaders in the nonprofit, community, and business sectors that represent various AFN and consumer groups including communities of color, veterans, disabled, LGBTQ, and low-income customers. For the past four years, CAP members have regularly been briefed on SCE's wildfire mitigation efforts and provided feedback that has helped shape SCE's customer service and outreach into these diverse communities.

Since the State's stay-at-home order has been in place and are continuing in 2021, SCE has and will continue to adhere to these important restrictions and will continue virtual meetings with CAP. PSPS and wildfire mitigation have been standing topics of discussions during these meetings, and SCE has also introduced SCE's ~~c~~Climate ~~a~~Adaptation efforts in disadvantaged and vulnerable communities on the agendas. SCE will continue to consult and partner with CAP members who are eager to provide support in reaching AFN, in-language, and diverse communities. These activities will include virtual meetings, one-on-one engagements, and joint meetings/presentations with local stakeholders.

### **Update August 2, 2021**

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<sup>6</sup> See SCE's 2020-2022 WMP, pp. 5-110 to 5-117.



~~On Jun. 18, 2021, SCE hosted a CAP meeting where members received updates on topics including SCE's community engagement efforts, net energy metering, and climate adaptation.~~

### **Update November 1, 2021**

On September 30, 2021, SCE hosted a CAP meeting where members received updates on PSPS and an overview of Customer Programs and Resources, including the new AFN landing page: [www.sce.com/afn](http://www.sce.com/afn).

## **2. INDEPENDENT LIVING CENTERS**

SCE's partnerships with the eight ILCs across its service area continues to help us assist our AFN population. The ILCs are dedicated to increasing independence, access and equal opportunity for people with disabilities, are partners in raising awareness to their clients about PSPS and the importance of building resiliency plans for when these events unfold. Collectively, these eight ILCs provide direct services to the following counties within SCE's service area: Inyo, Kern, Los Angeles, Mono, Orange, Riverside, San Bernardino, Santa Barbara and Ventura.

In support of the services offered by the ILCs to our mutual customers, and to meet the needs of the AFN populations, SCE donated a supply of portable batteries with solar charging capability to the ILCs for use in their short-term battery loan programs, which help customers remain in their homes during an outage with adequate power supply for their medical devices.

When PSPS events are forecast, SCE immediately begins notifying our ILC partners, as well as our CBOs, about the potential PSPS event. In these communications, SCE provides draft messages that can be repurposed by the partners to communicate with their clients and proactively prepare to respond to needs for portable batteries.

Some ILCs expanded their services to become CRCs in 2020 to serve the needs of ~~vulnerable~~ AFN populations when PSPS events unfold. These partnerships will continue into 2021, serving a critical need within the community for people with disabilities.

SCE will continue partnering with these important organizations ~~monthly~~ quarterly in 2021 to raise awareness about PSPS, support resiliency planning efforts for AFN populations, communicate before, during and following PSPS events and amplify awareness of the Medical Baseline (MBL) program and program developments that serve SCE's AFN populations.

### **Update August 2, 2021**

~~SCE continues to partner with ILCs to gather their feedback and experiences with the AFN population. On Jun. 28, 2021, SCE met with ILCs to discuss the following topics:~~

- ~~● Status on EIX funding grants~~
- ~~● CBO Program and Involvement~~
- ~~● SCE's AFN research study~~
- ~~● SCE's AFN website to be released during Q3 2021~~

- ~~PSPS notifications and the Public Safety Portal launched in June 2021~~

~~Additionally, SCE provided a brief summary and received feedback on work being done with 211 organizations to bring more consistency across the state of California for the services offered to AFN populations during PSPS events.~~

### **Update November 1, 2021**

This quarter, SCE expanded its EIX philanthropy partnership to include three additional ILCs collectively serving Kern, Los Angeles, San Bernardino and Ventura counties. These ILCs will also work to support emergency/disaster preparedness and safety awareness for people with disabilities.

SCE initiated participation from CBOs in the PSPS County Briefing and the newly formed PSPS CBO Coordination Meeting during IMT activations. The intent is to provide CBOs real-time in-event information about potential PSPS events affecting Counties they serve and give CBOs the opportunity to escalate any issues or ask questions relevant to the event. For more details on these meetings, please see V.2 AFN Liaison Incident Management Team. All ILCs have been invited to participate in these meetings for future activations.

ILCs participated in the 10/8, 10/13, and 10/22 IMT activation.

## **3. 211 REFERRAL SERVICE**

SCE intends to continue its partnership with both local and Statewide 211 service providers. In 2020, the AFN Statewide Advisory Council recommended the Statewide 211 agencies to examine best practices within their localized 211 agencies, to assess capabilities and develop consistencies in their databases with AFN resources and referrals.

SCE has continued to work through the Statewide AFN Advisory Council to partner with the Statewide 211 agencies to bring more consistency across the state of California for the services offered to ~~vulnerable~~ **AFN** populations during PSPS events. SCE and the other IOUs are working with 211 agencies to develop a plan to help bring more consistency across the State. SCE recognizes the important resources 211 agencies provide our ~~vulnerable~~ **AFN** populations and recognizes the needs for consistent offerings to support the needs of the AFN population. SCE has continued to meet with 211 to discuss a statewide solution that will offer a consistent level of support and resources to IOU customers impacted by de-energization events. Resources and services such as transportation referrals and coordination of such during events as well as connecting customers with trusted agencies in their area that offer immediate support. Additionally, partnering with 211 on outreach campaigns that support customer resiliency particularly for those who are power dependent. 211 has shared a draft proposal with the statewide IOUs in January 2021 and have been asked to provide more details of the proposal in order to evaluate for IOU support including funding.

### **Update August 2, 2021**

~~SCE will continue to work with 211 agencies to gather feedback from 211 and experiences with the AFN population. Additionally, SCE continues to make progress towards contracting with the Statewide 211 agencies to bring more consistency across the state of California for the services offered to AFN populations before, during, and after PSPS events. SCE has reviewed the 211 proposal and developed a statement of work and completed commercial contract negotiations. A kickoff meeting with the 211 agencies is scheduled for mid-August 2021 and program support to SCE customers is expected to launch in September 2021.~~

### **Update November 1, 2021**

As of August 13, 2021, SCE has a contract in place with 211 to support customers before, during, and after PSPS events.

211 is a free, confidential, referral hotline that connects individuals in the community with needed health and social services, including rent or housing assistance, public assistance programs, or mental health services. As part of SCE's partnership with 211, our customers will have access to 24/7 live assistance during PSPS events by calling 211 or texting "PSPS" to 211211. Live support during PSPS activities includes providing information to customers about PSPS, and connecting AFN customers to direct services, such as temporary shelter, shelf stable food, hot meal delivery, and transportation.

With this partnership, 211 will also support SCE with outreach efforts and care coordination which includes evaluation of customers' resiliency plans (which may include backup generation) and connecting customers with existing programs that can help them prepare for outages and assist them in completing applications for these programs.

Kickoff meeting occurred on August 31<sup>st</sup> followed by a series of training sessions on PSPS, outage types, and programs & services available at SCE.

SCE is including participation from CBOs in the PSPS County Briefing and the newly formed PSPS CBO Coordination Meeting during IMT activations. The intent is to provide CBOs real-time in-event information about potential PSPS events affecting Counties they serve and give CBOs the opportunity to escalate any issues or ask questions relevant to the event. For more details on these meetings, please see V.2 AFN Liaison Incident Management Team. The 211 California Network has been invited to participate in these meetings for PSPS activations.

211 California Network participated in the 10/8, 10/13 and 10/22 IMT activation.

- Two SCE customers were referred to 211 LA after PSPS activation for assistance with self-resiliency planning
- Two individuals called 211 in Ventura to obtain PSPS information.
  - Meal delivery provided to one customer
- Nine individuals called 211 in Los Angeles County to obtain PSPS information.

#### 4. STATEWIDE AFN COUNCIL

SCE is committed to understanding the unique and diverse needs of its AFN customer populations and co-funds the Statewide AFN Advisory Council in partnership with the other California IOUs.

The AFN Advisory Council meets monthly, or more frequently, and is comprised of a diverse group of recognized CBO leaders that support the AFN population as well as members and advocates from within the AFN community. The Statewide AFN Council serves as an appropriate foundation for successfully serving its AFN customers. The AFN Council opens the dialogue to discuss unique needs of this ~~most-vulnerable~~ population who is most disproportionately affected and to develop a holistic strategy on how to better serve our AFN customers. The board of the AFN Council is comprised of IOUs, state leaders (*e.g.*, Cal OES, CPUC), and statewide CBO leaders who support the AFN population.

The initial kick-off of this Advisory Council was held on June 15, 2020. The Statewide Advisory Council will aid all stakeholders in developing and executing upon meaningful strategies to serve AFN populations and provide independent expertise to help ensure that utility customer programs incorporate best practices. The Council will also help utilities and other stakeholders further develop their AFN strategies to implement robust programs that will adequately and appropriately educate, communicate with, and aid AFN populations in building resiliency for emergencies, outages, and de-energization events such as PSPS.

Some examples of feedback and observations received from the Council, not specific to SCE but inclusive of all IOUs, include:

- There has been progress around the coordination with key partnerships (*i.e.*, 211 agencies, California Foundation for Independent Living Center (CFILC), food banks, CBOs, however, more work needs to be done to be consistent with efforts across all IOUs.
- Some Council members received updates directly from Cal OES as well as from the IOUs, which made it challenging for some agencies to manage the information and subsequently socialize messaging onwards to their clients. Council members suggested they prefer to receive messages directly from the IOUs only and will discuss this situation with Cal OES independently.
- IOUs must ensure ongoing work is done before and after PSPS events to reduce the impacts from the PSPS de-energizations.
- Continue focusing on accessibility for serving ~~vulnerable~~ AFN populations through CRCs and CCVs.

SCE's Vice President of Customer Programs and Services serves as a sponsor from SCE for ~~both~~ the Statewide Advisory Council and is always available to engage with the DACAG on our activities for outreach, education and resiliency building for our AFN customers.

SCE remains committed to building upon the expertise within the AFN Advisory Council and further opportunities to serve the AFN populations across our service area.

## Update August 2, 2021

~~SCE, PG&E, and SDG&E met with In Home Health Services (IHSS) program managers to understand the needs of IHSS clients on May 12 and May 19, 2021. On May 21, 2021, SCE participated in a Statewide AFN Advisory Council Meeting. Participants at the Advisory Council meeting discussed CPUC OIR Phase 3 updates and upcoming 211 contract with PG&E and SCE.~~

~~SCE, PG&E and SDG&E organized a subcommittee (Subcommittee #1) with IHSS, Regional Centers, County Directors and California Council of the Blind on communications and outreach. On June 10, 2021, the subcommittee held a working session to discuss providing communication and a centralized resource for state agencies, regional agencies, and Community-Based Organizations. As a result of these discussions, the joint IOUs distributed an e-mail with a flyer promoting Medical Baseline enrollment. This email was distributed to 74 IHSS program managers in 58 counties, 21 Regional Centers and the California Department of Rehabilitation, which distributed the email to its constituents and in social media. The next steps are to develop and distribute material in eleven<sup>7</sup> languages and update the Joint IOU website <https://prepareforpowerdown.com>. For training provided to IHSS please see section VI.5.~~

~~SCE, PG&E, and SDG&E organized a subcommittee (Subcommittee #2) with Disability Rights of California, Department of Developmental Services, California Department of Aging, 211 agencies, and the County Welfare Director's Association of California to discuss an AFN needs assessment framework. This sub-committee is a continuation of our Joint IOU Statewide AFN Council collaboration to better reach and serve AFN customers. The first working session was held on Jun. 3, 2021, where members agreed upon the needs assessment framework with a plan to further defining electricity dependency and share an overview of available IOU programs and services.~~

~~SCE, PG&E and SDG&E developed a subcommittee (Subcommittee #3) with Disability Policy Consultant, 211 agencies and the CPUC to discuss success metrics. On Jun. 24, 2021, the subcommittee held a working session to align on the measurement plan for what success looks like. Input from the subcommittee was requested and first preliminary draft of the feedback received will be developed in August of 2021.~~

~~SCE participated in the Joint IOU Statewide AFN Council meeting on Jun. 25, 2021. SCE, along with PG&E and SDG&E, presented an overview of IOU programs and services for feedback and discussion.~~

~~SCE, PG&E and SDG&E organized a subcommittee (Subcommittee #4) with 211 agencies, Regional Center, Center for Accessible Technology to discuss assistive technology. On Jul. 8, 2021, the subcommittee held a working session with the goal of identifying technologies that provide critical~~

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<sup>7</sup> Spanish, Tagalog, Vietnamese, Chinese Simplified, Chinese Traditional, Korean, Hmong, Farsi, Arabic, Armenian and Cambodian.

~~support for AFN customers. The subcommittee developed a working draft with a few examples of accessible technology.~~

~~The next Statewide AFN Council Meeting is scheduled for Jul. 30, 2021.~~

### **Update November 1, 2021**

The three IOUs continue to engage the Statewide AFN Council members. Below summarizes engagement, feedback and actions from the Statewide AFN Council meetings and subcommittees. The next meeting is scheduled for October 29, 2021.

**Date:** July 30, 2021

**Location:** Virtual

#### **Purpose:**

- Q3 IOU AFN Advisory Council Meeting with CPUC update
- Solicit feedback on electricity dependent definition
- Solicit feedback on 211 intake process
- Provide subcommittee Updates

#### **Summary of Engagement and Feedback**

- Reviewed the output from the subcommittee regarding draft electricity dependent definition. Subcommittee participants and/or individual's that provided feedback include:
  - DDS, CforAT, 211, DRC, CDA, The Arc of CA, DOR, CFIC, Disability Policy Consultant
- 211 shared the overview of the need's assessment roadmap, which is intended to guide conversations before, during and after a PSPS event. It is not intended to be a script that the Care Coordinator will read.

#### **Completed Actions this Quarter**

- Alignment on the direction of the electricity dependent definition
- Completed "evergreen" Medical Baseline email
- Completed Summary Overview of Joint IOU Resource Matrix
- Conducted joint IOU trainings with:
  - Tribal Government Council Meeting/California Rural Indian Health Board on 7/14 with 33 attendees
  - Hospital Council/Hospital Association on 7/1 – recorded only

#### **On-Going Actions**

- Continue to refine the electricity dependent definition
- SCE and PG&E continue to work on executing activities described within the 211 agreement

## **Future Actions**

- Leverage the definition to assist with targeted outreach
- 211 intake screening process

**Date: August 26, 2021**

**Location: Virtual**

## **Purpose:**

- Q3 IOU AFN Advisory Council Meeting
- Electricity Dependent Definition
- Solicit Advisory Council support with PSPS outreach

## **Summary of Engagement and Feedback**

- Shared updated progress on the electricity dependent definition and solicited final feedback including:
  - Alignment on disproportionately impacted (vs. vulnerable) and included “and/or high-risk” individuals
  - Alignment on individuals vs. customers
  - Removed the word “immediate” to health, safety, and independence to the definition
  - Added “non-medical” to the Medical heading
  - Alignment on Behavioral, Mental & Emotional Health heading
  - Continued refinements needed on the 3 factors (immediate, situational and long-term timeframes) into in the electricity dependent definition.
  - Agreement on Combining Communication Technologies and Computers into just Communications
  - Agreement on Combining Non-Medical Devices and Environmental Control Systems
- IOUs shared PSPS preparedness flyers and solicited feedback from the Advisory Council on content and format
- Discussion about reaching out to health care industry, medical supply companies, and other organizations that connect with individuals during the key moments of need (e.g., discharged from the hospital)

## **Completed Actions this Quarter**

- Joint IOU Medical Baseline email was developed and translated into 10 languages was distributed to the Advisory Council organizations to share with their constituents

## **On-Going Actions**

- IOUs using the electricity definition to inform call center and communication activities and 211 to inform needs assessment screening

- IOUs continue to incorporate feedback from the Advisory Council into communication materials and website

### **Future Actions**

- Advisory Council organizations need to evaluate the potential to adopt the definition

**Date: September 24, 2021**

**Location: Virtual**

### **Purpose:**

- Q3 IOU AFN Advisory Council Meeting
- Kick Off the 2022 Plan Development
- Finalize the electricity dependent definition
- 211 Partnership process and 90 day ramp up overview

### **Summary of Engagement and Feedback**

- Conducted the kickoff meeting for the IOU AFN 2022 plan development and solicited participation from the Advisory Council members to join the planning team
- Shared the FEMA 6 step process overview. Currently in the first step of forming a collaborative team and engaging the community. The objective is to solicit AFN expertise with a diverse perspective to bring forward creative ideas.
- Final review of the draft electricity dependent definition that included the feedback from the subcommittee and the broader Advisory Council

### **Completed Actions this Quarter**

- Gained alignment on the definition
- Conducted joint IOU trainings with:
  - IHSS on Sept 21 & 22 included 425 attendees
  - Regional Centers on 21, 22, & 23 included 157 attendees
  - 211

### **On-Going Actions**

- Continue to conduct the AFN needs assessment deep dive

### **Future Actions**

- Leverage the electricity dependent definition to do a deep dive into the AFN needs assessment



## 5. CPUC DISADVANTAGED COMMUNITIES ADVISORY GROUP (DACAG)

The purpose of the Disadvantaged Communities Advisory Group (DACAG) is to review and provide advice on proposed clean energy and pollution reduction programs and determine whether those proposed programs will be effective and useful in disadvantaged communities.

Disadvantaged communities are areas throughout California that most suffer from a combination of economic, health and environmental burdens. These burdens include poverty, high unemployment, air and water pollution, presence of hazardous wastes, as well as high incidence of asthma and heart disease.

Although living in a disadvantaged community does not mean that a person belongs to an AFN population, there is often overlap between these two designations and further overlap with SCE HFRAs.

The DACAG defines disadvantaged communities that should be considered when developing programs such as:<sup>8</sup>

- The top 25 percent of census tracts identified by CalEPA's CalEnviroScreen model (these are statutorily-defined as Disadvantaged Communities),
- Low-income census tracts below 80 percent of the State or Area Median Income (SMI/AMI),
- Individual households with median household income less than 80 percent of Area Median Income (AMI), and
- All tribal lands.

### Update August 2, 2021

~~No PSPS or AFN-related items have been discussed at the DACAG since the last quarterly report.~~

### Update November 1, 2021

No PSPS- or AFN-related items have been discussed at the DACAG since the last quarterly report.

## 6. REGIONAL WORKING GROUPS AND ADVISORY BOARD

SCE meets quarterly with the PSPS Working Groups that includes small multi-jurisdictional electric utilities, community choice aggregators (CCAs), publicly owned electric utilities, communications and water service providers, CPUC staff, tribal and local government entities, Public Safety Partners, and representatives of AFN communities. The PSPS Working Groups discuss communication strategies, information sharing, identification of critical facilities, customer care

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<sup>8</sup> Definition of Disadvantaged Communities *available at* [https://www.cpuc.ca.gov/uploadedFiles/CPUCWebsite/Content/UtilitiesIndustries/Energy/EnergyPrograms/Infrastructure/DC/EquityFramework\\_GuidingPrinciples.pdf](https://www.cpuc.ca.gov/uploadedFiles/CPUCWebsite/Content/UtilitiesIndustries/Energy/EnergyPrograms/Infrastructure/DC/EquityFramework_GuidingPrinciples.pdf)

programs, strategies for supporting AFN people/communities, and contingency plans. Additionally, these forums are used to leverage lessons learned, obtain valuable feedback and discuss recommendations for improving the PSPS experience overall.

The PSPS Advisory Board includes participants from Public Safety Partners, Critical Facilities such as communications and water service providers, local and tribal government officials, business groups, non-profits, representatives of AFN and vulnerable people/communities, and academic organizations. The Advisory Board discusses area-wide de-energization and wildfire issues and provides hands-on, direct involvement and advisory functions on various aspects of PSPS de-energizations. The Advisory Board has senior-level representation from the stakeholder organizations and efforts are coordinated to ensure alignment of topics and sharing of key issues between the working groups and advisory board.

#### **Update August 2, 2021**

~~SCE hosted its quarterly PSPS Working Group meetings on Jun. 1, 2, and 3, 2021, and its quarterly Advisory Board meeting on Jun. 8, 2021. SCE will provide additional information on the various topics discussed, questions raised by the members and the outcomes in its Working Group and Advisory Board Quarterly update report, which will be submitted to CPUC in August 2021.~~

#### **Update November 1, 2021**

SCE hosted its quarterly PSPS Working Group meetings on August 31, September 1, and September 2, 2021, and its quarterly Advisory Board meeting on September 14, 2021. SCE will provide additional information on the various topics discussed, questions raised by the members and the outcomes in its Working Group and Advisory Board Quarterly update report, which will be submitted to CPUC in November 2021.

## IV. CUSTOMER RESILIENCY PROGRAMS, REBATES AND INCENTIVES FOR ~~VULNERABLE~~ AFN POPULATIONS

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### 1. CRITICAL CARE BATTERY BACK-UP (CCBB) PROGRAM

In the summer of 2020, SCE launched its Critical Care Battery Back-up (CCBB) program, which provides a right-sized, fully subsidized portable back-up battery to customers identified as Critical Care, enrolled in SCE's CARE/FERA program and residing in a HFRA. Critical Care customers are those that rely on medical equipment to sustain life for at least two hours. With the goal of offering a free portable back-up battery to roughly 2,500 eligible customers in 2020, SCE reached out to all eligible 'Critical Care' MBL customers (2,641) enrolled in CARE or FERA residing in an HFRA. Of the eligible customer population, 837 chose to participate and were enrolled in the CCBB program and 721 batteries have been deployed to enrolled customers. In 2020, SCE targeted 100 percent of eligible customers but only received an enrollment rate of roughly 30 percent despite sending out letters and making up to six different calls to individual eligible customers. SCE's back-up battery program started delivering batteries in summer 2020 after a multi-month delay in battery inventory due to the COVID-19 pandemic. SCE has negotiated a 3-year warranty on the batteries and developed a process to assess a customer's medical devices to size the battery according to specific needs.

In February 2021, the CCBB program expanded its offering to eligible MBL customers (not just 'Critical Care') who are enrolled in CARE or FERA and reside in a HFRA. On February 28th, 2021, SCE outreached to approximately 12,000 eligible customers (targeting outreach to 100% of the eligible population) with the assumption that only 25 percent - 30 percent of the eligible customer population will choose to enroll. Enrollment assumptions were established based on the program's prior year performance as well as a comparison of performance to similar IOU administered programs across the state. If SCE is successful in enrolling a higher percentage of customers, SCE will work to find funding and ensure all eligible customers that have interest can be enrolled and take advantage of this program. Given the increased eligible customer population, SCE enhanced its marketing and outreach utilizing direct mail, phone calls, email, and other channels (sce.com, social media, etc.), and explored opportunities to work with CBOs and other agencies to help educate customers about the CCBB program. SCE has included this expansion in its 2021 WMP. A portion of this program was also included in SCE's 2021-2023 General Rate Case.

With the expansion of this program, SCE increased support for its ~~vulnerable~~ AFN customers reliant on power for electrically operated medical devices. This program provides immediate support by safeguarding them against a medical emergency and aiding in their ability to remain resilient during de-energization events. This program specifically targets SCE's population of medically ~~vulnerable~~ sensitive customers who live on limited incomes and otherwise may not have the ability to purchase a key piece of equipment to help ensure their resiliency during emergencies, such as PSPS events.

### Update August 2, 2021

~~SCE's CCBB program has deployed 3,642 batteries between Jan. 1, 2021, and Jul. 15, 2021. As of Jul. 15, 2021, 4,363 batteries have been deployed since the launch of the CCBB program in July 2020. SCE has exceeded its initial forecast that 30% of ~12,000 eligible customers would participate in 2021 and has adjusted our forecast to ~5,000 for 2021.~~

~~Each month, SCE identifies customers that are newly eligible for the CCBB program. SCE provides direct mail and performs outbound calling to ensure eligible customers have the opportunity to learn about and enroll in the CCBB program, as well as ongoing outreach through SCE's CBO network and social media.~~

~~SCE continues to highlight the CCBB program in various publications and educational platforms. On Apr. 27, 2021, SCE published an Energized by Edison article on the CCBB program titled "Free Battery Program Provides Medical Baseline Customers More Resiliency. In June, the CCBB program was featured in "Between the Lines," the first of a series of educational videos to learn ways SCE is advancing customer resiliency and reliability for our communities. SCE has also completed a short customer educational video on the use of portable power stations to promote awareness of the importance of back-up generation, which can be found at [sce.com/rebates](https://sce.com/rebates).~~

### Update November 1, 2021

SCE's CCBB program has deployed 5,059 batteries between Jan. 1, 2021 through September 30, 2021. As of September 30, 2021, 5,779 batteries have been deployed since the launch of the CCBB program in July 2020.

## **2. MEDICAL BASELINE**

SCE encourages customers who require electrically operated medical equipment, or have other qualifying conditions, to sign up for the MBL program. This program provides customers with additional electricity each day at the lowest baseline rate and adds additional protections when de-energization events occur, such as PSPS or other outages, for those ~~most vulnerable~~ relying on medical devices, including, and using life saving devices.

SCE will continue to raise customer awareness about the MBL program using the following opportunities and tactics:

- SCE enhanced its MBL web page<sup>9</sup> in 2020, making it more interactive and allowing customers to learn about the program, print an application, or enroll using the online application form. This page and the correlating applications are currently translated into seven languages (Spanish, Korean, Chinese, Vietnamese, Cambodian and Tagalog).

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<sup>9</sup> Medical Baseline Allowance page *available at* <https://www.sce.com/residential/assistance/medical-baseline>

- Quarterly bill messaging raising awareness of the MBL program and directing customers to [www.sce.com/medicalbaseline](http://www.sce.com/medicalbaseline) to learn about the program and enroll.
- Direct customer campaigns in areas identified with low enrollments.
- Conversations with customer service representatives either through SCE's contact center, social media, virtual meetings or in person at community events.
- During PSPS events, CRCs and CCVs provide information on SCE's available programs including MBL, rebates and incentives.
- Community meetings where customers are invited either in-person or virtually (when necessary to comply with COVID-19 safety protocols) include information about the MBL program and have resources online and available to assist customers with questions or enrollments.
- Partnerships with ILCs, CBOs, Faith-Based Organizations and other agencies to raise awareness of and increase enrollment in the MBL program.
- Partnering with In-Home-Health Services throughout SCE's service area on training programs for home health care workers and other social service agencies to raise awareness of the MBL program and make resources and collateral available for them to share with their clients.

SCE will continue to work with local offices of emergency services to share information about its MBL most vulnerable customers as events unfold so that they are aware of the customers in their communities that may require assistance during PSPS events. The Joint IOUs have relaunched its quarterly MBL benchmarking meetings, a forum that allows the IOUs to highlight activities and share best practices in areas of outreach campaigns, awareness and enrollments to ensure alignment within the respective IOU service areas.

In 2020, the number of accounts enrolled in the MBL program increased ~~over~~ from 2018 and 2019 enrollment. Some of this was due to the relaxed requirements for MBL enrollment due to COVID-19, when SCE temporarily removed the requirement for physicians' signatures ~~in order~~ to enroll in the program and temporarily halted any verifications from March 2020 through April 2021. SCE anticipates a decline in MBL enrollment once physician signature and verification requirements go back into effect following the sunset of COVID-19 protections.

Tables below reflect MBL enrollments for 2018 through 2020.

<u>3-Year MBL Patient Enrollment Comparison</u>		
Year	Total End of Year MBL Patient count *	% Difference from Previous Year
2018	99,132	
2019	95,912	-3.2%
2020	109,579	14.3%

\*Note: This is the number of total patients enrolled.

<b><u>3-Year MBL Service Account Enrollment Comparison</u></b>		
<b>Year</b>	<b>Total End of Year MBL Service Accounts**</b>	<b>% Difference from Previous Year</b>
2018	95,067	
2019	92,109	-3.1%
2020	104,892	13.9%

\*\*Note: This is the number of service accounts enrolled. A service account may have more than one eligible person at the address.

SCE recognizes that the 2020 enrollment increases, although sizeable from prior years, is not adequate assurance that we have reached all customers who are eligible for this important program. In 2021, SCE will launch specific campaigns to increase awareness and enrollments in the MBL program. SCE will highlight this information in its Quarterly Progress reports.

#### **Update August 2, 2021**

~~SCE has increased its marketing, education and outreach efforts to enroll vulnerable populations to the MBL program. Increased advertising through Jun. 30, 2021, has yielded an incremental 34 million impressions from MBL ads. As of Jun. 30, 2021, SCE has 111,152 service accounts and 116,054 patients enrolled in the MBL program, representing a 6% increase from the end of 2020.~~

~~On July 1, SCE launched the capability for MBL applicants to use DocuSign for medical professional e-signatures required for enrollment. SCE launched the e-signature option on July 1 to coincide with the expiration of emergency consumer protections due to the COVID-19 pandemic on Jun. 30, 2021. The e-signature option facilitates customers providing the required medical professional's signature when enrolling in the program. The signing medical professional can be a Medical Doctor (MD), Doctor of Osteopathy (DO), Physician Assistant (PA) or Nurse Practitioner (NP).~~

~~SCE is working together with various county and state agencies to promote MBL enrollments. Engagement includes training and material provided to IHSS, California Rural Indian Health Board, and Hospital Association of Southern California on programs and services available to customers to increase preparedness and resiliency during emergencies; this training also includes Medical Baseline enrolment guidance.~~

#### **Update November 1, 2021**

SCE has increased its marketing, education and outreach efforts to enroll eligible customers to the MBL program. Increased advertising through September 30, 2021 has generated a total of 64 million impressions from MBL adds.

As of September 2021, SCE has 112,491 service accounts enrolled in the MBL program, representing a 7% increase from the end of 2020.

SCE partnered with the Hospital Association of Southern California (HASC) to promote Medical Baseline in HASC's newsletter issued on July 30th. The newsletter encouraged medical professionals to promote Medical Baseline with patients who may qualify, and it was distributed to 185 hospitals with approximately 8,500 addresses. The list of addresses covers member hospital C-Suite, managers, hospital staff, associate members, and leadership in HASC's partner organizations. In addition, the California Department of Developmental Services posted our MBL summary in eleven languages on their emergency preparedness web site. The PDF summary promotes MBL and has links to all three IOU MBL sites for more information and online applications.

### **3. SELF-GENERATION INCENTIVE PROGRAM (SGIP)**

SCE remains committed to promoting clean energy solutions that expand the growth of distributed generation in disadvantaged communities and increase customer resiliency in HFRAs. To support this goal, the statewide SGIP has been modernized with targeted incentives for resiliency related to wildfires. The SGIP is a Statewide program that provides eligible customers with financial incentives for the installation of new qualifying technologies installed to meet all, or a portion of, the electric energy needs of a facility.

To help address the need for resiliency and better prepare our customers for outages and PSPS, SGIP offers incentives for the installation of self-generating energy storage systems designed to offset the customer's energy use and work as back-up battery to provide power when an outage occurs. The eligibility requirements to qualify for these incentives differ between residential and non-residential customers and are outlined in the SGIP handbook.<sup>10</sup>

Residential customers must meet the following to qualify for the Equity Resiliency incentive:

1. Are located in a Tier 3 or Tier 2 HFTD or were subject to two or more discrete PSPS events prior to the date of application for SGIP incentives, and
2. Are one of the following:
  - a. Eligible for the SGIP Equity Budget; or
  - b. MBL customer; or
  - c. A customer that has notified their utility of serious illness or condition that could become life-threatening if electricity is disconnected; or
  - d. Rely on electric pump wells at their primary residence for water supplies and:

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<sup>10</sup> <https://www.selfgenca.com/documents/handbook/2021>

- Demonstrate the residential household meets the income eligibility requirements required for the Equity Budget; and
- The storage installation site is a primary residence occupied by either a homeowner or tenant; and
- The residence is not provided water by a municipal or private utility.

Non-Residential customer eligibility requirements for the Equity Resiliency incentive are as follows:

1. Located in a Tier 3 or Tier 2 HFTD or were subject to two or more discrete PSPS events prior to the date of application for SGIP incentives, and
2. Provides critical facilities or critical infrastructure during a PSPS event to at least one community that is located at least partially in a Tier 3 or Tier 2 HFTD or were subject to two or more discrete PSPS events prior to the date of application for SGIP incentives, and
3. The community is also eligible for the equity budget (except food banks, homeless shelters, and independent living centers are exempt from this requirement); and
4. The Non-Residential customer is one of the following:
  - a) Police stations; or
  - b) Fire stations; or
  - c) Emergency response providers with the addition of tribal government providers; or
  - d) Emergency operations centers; or
  - e) 911 call centers (also referred to as Public Safety Answering Points); or
  - f) Medical facilities including hospitals, skilled nursing facilities, nursing homes, blood banks, health care facilities, dialysis centers and hospice facilities; or
  - g) Public and private gas, electric, water, wastewater, or flood control facilities; or
  - h) Jails and prisons; or
  - i) Locations designated by the IOUs to provide assistance during PSPS events (CRCs); or
  - j) Cooling centers designated by state, local or tribal governments; or
  - k) Homeless shelters supported by federal, state, or local, or tribal governments; or
  - l) Grocery stores, corner stores, markets and supermarkets that have average annual gross receipts of \$15 million or less as calculated at the single location applying for SGIP incentives; or
  - m) Independent living centers; or
  - n) Food banks.

#### **Update August 2, 2021**

~~From when the SGIP began accepting Equity Resiliency applications on March 16, 2020, through July 15, 2021, SCE has received 2,937 applications, equating to a rated capacity of 67,810 kW. Of the total \$210.4 million allocated to Resiliency, \$210,347,949 million has been committed/paid in incentives. As of June 29, 2021, the SGIP has fully subscribed its Equity Resiliency budget. From that date forward, applications submitted for Equity Resiliency will be placed on a waitlist. As we~~



~~experience attrition, the waitlist applications will be funded in the order they were received; however, there is no guarantee projects on the waitlist will receive an incentive unless there is sufficient attrition. The incentive rate for qualified Equity Resiliency projects is \$1.00 per Watt hour.~~

#### **Update November 1, 2021**

From when the SGIP began accepting Equity Resiliency applications, on March 16, 2020, through October 1, 2021, SCE has received 2,969 applications, equating to a rated capacity of 67,446 kW. Of the total \$210.4 million allocated to Resiliency, \$208,211,216 million has been committed/paid in incentives. As of June 29, 2021, the SGIP has fully subscribed its Equity Resiliency budget. From that date forward, applications submitted for Equity Resiliency will be placed on a waitlist. Since June 29, 2021 there are 128 applications on waitlist, with a rated capacity of 3,395 kW and estimated incentive totaling \$12,521,057. As we experience attrition, the waitlist applications will be funded in the order they were received; however, there is no guarantee projects on the waitlist will receive an incentive unless there is sufficient attrition. The incentive rate for qualified Equity Resiliency projects is \$1.00 per Watt hour.

#### **4. CUSTOMER RESILIENCY ~~EQUITY~~ EQUIPMENT INCENTIVE PROGRAM**

SCE's Customer Resiliency Equipment Incentive (CREI) program provides a financial incentive toward the cost of a microgrid control system at customer sites willing to provide temporary shelter to surrounding communities. SCE proposed in the 2021 General Rate Case to provide an incentive to offset the costs of a microgrid control system to customers willing to increase resiliency within HFRA. This program targets non-residential customers who already have solar generation and power storage capabilities, or will be adding such capabilities to their sites, and are willing to island and redirect the energy in the storage battery to a designated building on site for use during PSPS or other emergencies. These facilities are required to be open to the public during PSPS events or other emergencies. Most customers ~~that have these~~ with these features at their sites are larger entities such as schools, local government facilities, and large retailers.

In 2020, SCE developed a pilot based on two types of customers: 1) customers that already installed solar and storage capabilities (retrofit design) and 2) customers that have solar and are ~~in the process of~~ adding storage (upfront design). The purpose for the two configurations is to learn about the complexity of the islanding design, costs, and customer participation. In 2020, SCE completed the installation for one customer. By the end of 2021, SCE will complete the implementation at a second customer site. Based on the results from these pilots, SCE will design the future state for this program.

In 2020, although not specifically for customers impacted by PSPS, SCE provided approximately \$200,000 to pilot a microgrid control system at San Jacinto High School's existing resiliency system. This microgrid will create an emergency shelter for the community in partnership with the American Red Cross. In 2021, SCE will pilot another microgrid control system at a school in Rialto, which will also serve as a CRC.

### Update August 2, 2021

During Q2 2021, the project developer for the pilot site at Kordyak Elementary in the City of Fontana finalized the project design, including the microgrid controller elements. SCE has reviewed the microgrid controller design and provided feedback and the Rialto District School Board has approved the project design. Barring any storage battery supply issues, the project is expected to be completed by year-end 2021.

### Update November 1, 2021

Supply chain issues have delayed the delivery of the components required to install the microgrid solution at the Rialto project site and material shortages have caused manufacturing delays in the production of additional equipment for this project. As a result, the developer has indicated the project is at risk of being completed by year-end 2021.

## **5. SINGLE-FAMILY AFFORDABLE SOLAR HOMES (SASH)**

The SASH program provides qualifying single-family homeowners with access to solar technology while also providing green jobs training, employment, and community engagement opportunities. The program was enacted by CA Assembly Bill 2723, which directed that a minimum of 10 percent of California Solar Initiative funds be set aside for programs assisting low-income households in IOU service areas. Originally scheduled to finish in 2015, the SASH program has been extended to 2021. The SASH funds enabled low-income communities to become integral partners in building a sustainable solar industry. Objectives of the SASH program are to:

- Create broad community engagement for solar generation in low-income affordable housing.
- Provide education for low-income homeowners on the benefits of energy efficiency and solar technologies.
- Enroll and refer qualifying families to providers of energy efficiency services.
- Enable low-income families to access money-saving solar technologies by providing up-front incentives.
- Provide opportunities for community volunteers to participate and for public-private partnerships supporting low-income communities to develop.
- Support local green-jobs training and workforce development programs by enabling job trainees to participate in solar electric system installations.

Eligible participants must meet the following criteria:

- Receive electrical service from SCE and own and live in their home,
- Have a household income that is 80 percent or less of the area median income (AMI),
- Live in a home defined as “affordable housing” by California Public Utilities Code 2852.

To promote SASH, SCE sends communications via letter and email campaigns to CARE customers in partnership with GRID Alternatives, the Program Administrator. In addition, SCE is creating a video to direct people to introduce GRID Alternatives<sup>11</sup>

The SASH program was launched in November 2007.

#### **Update August 2, 2021**

~~Approximately 4,000 SASH applications have been completed from program inception through July 1, 2021. Incentives paid from program inception to July 1, 2021, is approximately \$59 million.~~

#### **Update November 1, 2021**

Approximately 4,067 SASH applications have been completed from program inception through September 30, 2021. Incentives paid from program inception to September 30, 2021, were approximately \$59.99 million.

### **6. DISADVANTAGED COMMUNITY- SINGLE-FAMILY AFFORDABLE SOLAR HOMES (DAC-SASH)**

The CPUC<sup>12</sup> approved the DAC-SASH program to increase the adoption of clean, affordable solar by residential customers living in disadvantaged communities. The DAC-SASH program is expected to run through 2030 and is modeled after California's long-standing and successful SASH<sup>13</sup> program. The CPUC has more information about solar programs for disadvantaged communities available on its website.<sup>14</sup>

To qualify for the DAC-SASH Program, the Applicant must meet the following minimum requirements at the time of application submission:

- Must be a customer of SCE.
- The single-family residence must be owned, and occupied, by the Applicant as their primary residence.

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<sup>11</sup> GRID Alternatives is a nonprofit organization based in Oakland, California that installs solar power systems and provides job training for under-served communities.

<sup>12</sup> Please visit CPUC News Blog *available at* <https://www.cpuc.ca.gov/cpucblog.aspx?id=6442458018&blogid=1551>. This article announces approval of the DAC-SASH program and provides a high-level overview of the program.

<sup>13</sup> Please visit Grid Alternatives site *available at* <https://gridalternatives.org/what-we-do/program-administration/sash> for more details about the SASH program.

<sup>14</sup> CPUC website *available at* <https://www.cpuc.ca.gov/SolarInDACs/> lists various solar programs available to disadvantaged communities.

- The household's total annual income must meet the income eligibility requirements for either the CARE or FERA programs.

The residence must be located in a qualified Disadvantaged Community (DAC) at the time of program application. The designation of DACs is subject to change with updates to the CalEnviroScreen tool.

The DAC-SASH program integrates job training opportunities creating ladders of opportunity for individuals from all backgrounds to access well-paid jobs in California's solar industry and ensuring lasting community impact. Objectives of the DAC-SASH program are to:

- Maximize financial savings for low-income households in economically and environmentally disadvantaged communities.
- Enhance long-term economic self-sufficiency in low-income communities by providing community members with access to green jobs training and solar employment opportunities.
- Ensure consumer protection and long-term participant benefit.
- Provide education on energy efficiency and existing programs that can provide further benefits to families.
- Ensure robust participation and access for households in PG&E, SCE, and SDG&E service areas.

#### **Update August 2, 2021**

~~SCE sends letters and emails to customers to assist in promoting the program. The current campaign includes the cities of Santa Ana, Desert Hot Springs, Moreno Valley & South Gate.~~

~~As of July 08, 2021, SCE had 390 active applications for the DAC-SASH program. Approximately \$4 million in customer incentives have been paid, reserved, or pending approval since the inception of this program. The current remaining incentive budget is \$7.7 million through 2021. This program receives \$10 million annually (Statewide) through 2030.~~

#### **Update November 1, 2021**

As of September 30, 2021, SCE had 418 active applications for the DAC-SASH program. Approximately \$4.2 million in customer incentives have been paid, reserved, or are pending approval since the beginning of this program. The current remaining incentive budget is \$7.5 million through 2021. This program receives \$10 million annually (Statewide) through 2030.

## **7. SOLAR ON MULTIFAMILY AFFORDABLE HOUSING (SOMAH)**

The Solar on Multifamily Affordable Housing (SOMAH) program provides financial incentives for installing photovoltaic (PV) energy systems on multifamily affordable housing. The program

delivers clean power and credits on energy bills to hundreds of thousands of California's affordable housing residents.

SOMAH's unique, community-based approach ensures long-term, direct economic benefits for low-income households, helps catalyze the market for solar on multifamily housing and creates jobs while serving customers in SCE's service area.

The program is designed to be transparent and accountable to the communities it serves. It is administered by a team of nonprofit organizations, which provides a host of no-cost services to maximize participation and community benefit. Services include comprehensive technical assistance for property owners, tenant education resources and job training. A community advisory council provides input into program development and helps ensure the program maximizes benefits to communities. Objectives of the SOMAH program are to:

- Direct \$100 million, annually, from the electric IOUs' Greenhouse Gas Auction Proceeds<sup>15</sup> toward subsidizing solar energy systems on Multifamily affordable housing.
- Encourage development and installation of solar systems in California's disadvantaged communities<sup>16</sup> across the state.
- Emphasize the explicit goal that lowers the energy bills<sup>17</sup> of tenants of low-income multifamily housing.
- Develop at least 300 megawatts of installed solar generating capacity by December 31, 2030.

#### **Update August 2, 2021**

~~Energy Savings Assistance (ESA) Service Providers reach out to potential Common Area Measures (CAM) program customers referred by SOMAH PA. CAM program brochures are sent after two failed call attempts. As of July 12, 2021, SCE had received 120 active applications for the SOMAH program. One hundred three applications are approved, approving approximately \$39.2 million in reserved incentives. Seventeen applications are pending reservation approval, with approximately \$12.8 million in incentives. Total remaining incentives are \$150.7 million through 2021.~~

#### **Update November 1, 2021**

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<sup>15</sup> CPUC Greenhouse Gas Cap-and-Trade Program [available at](https://www.cpuc.ca.gov/General.aspx?id=5932) <https://www.cpuc.ca.gov/General.aspx?id=5932>

<sup>16</sup> CPUC definition of disadvantage community [available at](https://www.cpuc.ca.gov/discom/) <https://www.cpuc.ca.gov/discom/>

<sup>17</sup> For more information on Virtual Net Metering, a tariff arrangement that enables a multi-meter property owner to allocate the property's solar system's energy credits to tenants, please visit: <https://www.cpuc.ca.gov/General.aspx?id=5408>

As of October 4, 2021, SCE had received 117 active applications for the SOMAH program. One hundred eight applications are approved, equating to approximately \$42.5 million in approved reserved incentives. Nine applications are pending reservation approval, approximately \$5.2 million in incentives. Total remaining incentives are \$158.5 million through 2021.

## **8. SCE PROGRAMS SERVE LOW-INCOME CUSTOMERS**

SCE will continue to promote meaningful and relevant programs that offer benefits, incentives and/or services to its AFN customers. Campaigns occur throughout the year that are dedicated to individual programs, while other communications sent to customers may include highlights about programs to also raise awareness and draw customers to channels where they can learn more about the programs. Also, SCE representatives who speak with our customers also offer these programs to our valued and vulnerable **AFN** customers. Some helpful programs that SCE will continue to promote are:

### *Energy Assistance Fund (EAF)*

EAF is designed to provide a one-time assistance to SCE customers facing financial hardship.

### *Low Income Home Energy Assistance Program (LIHEAP)*

LIHEAP is a federally funded program that assists low-income households meet their energy needs. LIHEAP is funded by the U.S. Department of Health and Human Services, Administration for Children and Families, Office of Community Services.

There are several portions of the program that help eligible customers and SCE resources are trained to offer customers information regarding the LIHEAP program, including information on how to reach these agencies, so customers may seek assistance as needed. The Home Energy Assistance Program (HEAP) provides one-time financial assistance to help balance an eligible household's utility bill and the Energy Crisis Intervention Program (ECIP) provides assistance to low-income households that are in a crisis situation. Such an example would be a household receiving a 24-48 hour disconnect notice or service termination by their utility company, as well as energy budget counseling.

### *Income-Qualified Programs: CARE and FERA*

SCE provides income-qualifying households discounted rates on their electric bill. The CARE program provides qualifying customers a discount of about 30 percent and FERA provides a discount of 18 percent on the monthly bill.

### *211 California Network*

A free telephone number providing access to local community services. 211 is available in multiple languages, allowing those in need to access information and obtain referrals to physical and

mental health resources; housing, utility, food, and employment assistance; and suicide and crisis interventions. 211 also provides disaster preparedness, response, and recovery during declared emergencies.

#### Energy Savings Assistance Program

SCE administers the Energy Savings Assistance (ESA) Program to serve its low-income customers. The program's objective is to help these customers reduce their energy consumption at no cost to them, while increasing their health, comfort, and safety. As a result, qualified customers are eligible for several appliance upgrades or energy-saving services.

#### Update August 2, 2021

#### Arrearage Management Plan Program

Launched in February 2021, the Arrearage Management Plan (AMP) program is a debt forgiveness payment plan option for certain residential CARE and FERA customers. AMP is designed to help customers who have had difficulty bringing their account current and give them a fresh start by forgiving 1/12 of their past due balance each time an on-time payment is made. After twelve on-time payments, any remaining debt will be forgiven up to a maximum of \$8,000. As of June 30, 2021, SCE has enrolled more than 16k customers into the AMP program.

#### California Alternate Rates for Energy (CARE) and Family Electric Rate Assistance (FERA) Programs

As of June 30, the CARE program is at a 107% penetration rate with 1,456,745 customers enrolled in CARE while FERA is at a 14.6% penetration rate with 30,383 customers enrolled in the program. In June, SCE sent approximately 2 million CARE and FERA applications to SCE customers highlighting the programs as well as the annual update to the federal income eligibility guidelines. SCE will continue marketing and outreach efforts via direct mail, email, sce.com, and through ongoing partnerships with Community-Based Organizations (CBO) to inform and enroll income-qualified customers.

#### Energy Assistance Fund (EAF)

During the second quarter, EAF assisted 1,999 households and disbursed over \$347K to customers facing financial hardship. During this period, SCE promoted the availability of EAF via webinars with Community-Based Organizations and Faith-Based Organizations.

#### Emergency Renters Assistance Program (ERAP)

California's Emergency Renters Assistance Program (ERAP) has \$2.6 billion available for eligible California renters to assist with 100% of energy, water, and communications utility arrearages. SCE works in partnership with the California Department of Housing and Community Development (HCD) as well as other local jurisdictions to outreach to eligible customers and connect them to information and resources to assist in enrolling customers into the program. Through ERAP, HCD and local jurisdictions provide qualifying customers with financial assistance to pay their

~~arrearages incurred during the COVID-19 pandemic (April 1, 2020 – March 31, 2021). SCE has reached out to more than 2,700 customers, and has validated more than 9,900 customer accounts for customers that have applied for ERAP.~~

#### ~~Energy Savings Assistance Program (ESA)~~

~~As of June 30, the ESA Program has served 43,546 customers, saving 20,726,977 kWh and reducing demand by 3,110 kW.~~

#### ~~Low Income Home Energy Assistance Program (LIHEAP)~~

~~Since the launch of the online pledge portal in accordance with Disconnect Decision 20-06-003 on March 15, 2021, nearly 5,500 LIHEAP pledges have been received through both the portal and IVR phone systems. These pledges total more than \$3 million in financial assistance to help pay eligible customers' current and past due balances.~~

### **Update November 1, 2021**

#### Arrearage Management Plan Program

Launched in February 2021, the Arrearage Management Plan (AMP) program is a debt forgiveness payment plan option for certain residential CARE and FERA customers. AMP is designed to help customers who have had difficulty bringing their account current and give them a fresh start by forgiving 1/12 of their past due balance each time an on-time payment is made. After twelve on-time payments, any remaining debt will be forgiven up to a maximum of \$8,000. As of September 30, 2021, SCE has enrolled more than 27k customers into the AMP program.

#### California Alternate Rates for Energy (CARE) and Family Electric Rate Assistance (FERA) Programs

As of September 30, the CARE program is at a 108.9% penetration rate with 1,470,434 customers enrolled in CARE while FERA is at a 15.3% penetration rate with 31,865 customers enrolled in the program. In September, SCE sent approximately 2.5 million CARE and FERA applications to SCE customers highlighting the programs as well as cross promoting other SCE programs and state assistance programs, such as AMP and California LifeLine. SCE will continue marketing and outreach efforts via direct mail, email, text message campaigns, social media, sce.com, and through ongoing partnerships with CBOs to inform and enroll income-qualified customers.

#### Energy Assistance Fund (EAF)

During the third quarter, EAF assisted 2,624 households and disbursed over \$270K to customers facing financial hardship. During this period, SCE promoted the availability of EAF via webinars with Community-Based Organizations and Faith-Based Organizations.

#### Emergency Renters Assistance Program (ERAP)

California's Emergency Renters Assistance Program (ERAP) has \$2.6 billion available for eligible California renters to assist with 100% of energy, water, and communications utility arrearages. SCE



works in partnership with the California Department of Housing and Community Development (HCD) as well as other local jurisdictions to outreach to eligible customers and connect them to information and resources to assist in enrolling customers into the program. Through ERAP, HCD and local jurisdictions provide qualifying customers with financial assistance to pay their arrearages incurred during the COVID-19 pandemic (April 1, 2020 – March 31, 2021). SCE has reached out to more than 2,700 customers through outbound calling efforts conducted by SCE's Customer Contact Center and has validated more than 18,000 customer accounts for customers that have applied for ERAP through HCD and other local jurisdictions and has received more than \$1 million assisting over 1,500 customers in need.

#### *Energy Savings Assistance Program (ESA)*

As of September 30, the ESA Program has served 23,635 customers, saving 11,204,241 kWh and reducing demand by 1,721 kW.

#### *Low Income Home Energy Assistance Program (LIHEAP)*

Since the launch of the online pledge portal in accordance with Disconnect Decision 20-06-003 on March 15, 2021, more than 5,300 LIHEAP pledges have been received through both the portal and IVR phone systems. These pledges total more than \$2,027 million in financial assistance to help pay eligible customers' current and past due balances.

### **9. RESILIENCY REBATE PROGRAM - ENHANCED ~~[New]~~**

Beginning July 1, 2021, ~~several~~ SCE's online marketplace rebates for portable batteries and portable generators were enhanced to increase participation, ~~and became available, including up to \$500 for medical baseline~~ for customers who live in an area designated as Tier 2 or Tier 3 high fire risk zones.

Residential customers who live in an area designated as a Tier 2 or Tier 3 high fire risk zone can receive up to five (5) \$75 rebates for purchasing qualified Electric Portable Power Stations (e.g., portable batteries), per residential address.

Additionally, customers who live in an area designated as Tier 2 or Tier 3 high fire risk zone, are eligible to receive a \$200 rebate (or \$500 rebate for income-qualified or medical baseline customers) for the purchase of a qualifying Portable Power Generator.

#### **Update November 1, 2021**

SCE's online Marketplace<sup>18</sup> rebates issued 1,825 rebates towards portable power stations and portable generators between Jan. 1, 2021, and Sept. 30, 2021. As of September 30, 2021, 2,872

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<sup>18</sup> <https://marketplace.sce.com/>

rebates have been issued since the launch of the MarketPlace rebate program in June of 2020, representing 74% increase from the end of 2020.

In addition to the MarketPlace rebates, SCE initiated a pilot program “GenerLink Meter Adapter” to support the safe and convenient use of portable generators. Invitations went out to 11,000 customers and we have received 80 applications thus far. This pilot is targeting 100 customers for participation in this field demonstration to support a meter mounted adapter that can be used to safely connect a portable generator to a customer's electrical panel to provide power to selected circuit breakers in the panel during an outage.

## V. IN-EVENT CUSTOMER CARE PLANS

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SCE recognizes the importance of community resources when emergency events unfold. PSPS events can sometimes impact communities for longer than other outages and can surface unique needs of the affected customers. PSPS events can limit customers' ability to charge important technology or medical devices, work or attend virtual school sessions, and/or have equipment necessary for mobility. In 2019, SCE developed specific circuit-level customer care plans so that when PSPS events unfold SCE will know the types of customers who reside in the impacted areas. By understanding the demographics and the PSPS impacts to specific SCE service areas will allow us to plan to better respond to our customer needs through customer care plans.

### 1. CUSTOMER CARE INCIDENT MANAGEMENT TEAM ACTIVATION AND TOOLS

SCE's Customer Care Team plays a key role during a PSPS IMT activation including assessing potentially impacted areas, reviewing potentially affected customers, and prioritizing and optimizing available resources.

The team monitors circuit segmentation and customer data to provide informed recommendations on the deployment of customer care resources to the impacted areas. SCE's Customer Care Dashboard provides customer data, including AFN designations,<sup>19</sup> and available resources by affected circuits. This information is used to prioritize customer care resource allocations by considering the number of customers affected, AFN populations, critical infrastructure, and impacted areas of the events.

In 2020, SCE incorporated into its Customer Care IMT a dedicated AFN resource. This position monitors notifications to our Critical Care (life support), facilitates the advance notification to SCE's ILC, CBOs and other community partners as events unfold. The AFN specialist also serves as a direct contact for these trusted partners should they have emergent client needs for which they require SCE support.

In 2021, SCE is partnering with CalOES to deliver the G197 course 'Integrating Access and Functional Needs into Emergency Management' to members of SCE's IMTs. All members of the Customer Care team and other employees who support vulnerable AFN populations will also receive the training.

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<sup>19</sup> In addition to MBL and critical care data stored in SCE's Customer Service System, SCE has identified some segments of the AFN population with the help of a third-party vendor (Acxiom). SCE tracks and monitors the following AFN designations in our Customer Care Dashboard: Children, Critical Care, Disabled, Limited English, Low Income, Medical Baseline, and Seniors

### Update August 2, 2021

SCE has hosted two sessions of the G197 course 'Integrating Access and Functional Needs into Emergency Management'. The first training session was offered in April 2021 and the second session was offered in June 2021. Thus far, 93 SCE employees have received the certificate of completion through these two sessions. A third training session may be scheduled in November 2021.

SCE is currently developing an AFN Liaison Officer position. This position will report directly to the incident commander. The AFN Liaison Officer will be knowledgeable and connected with AFN programs and partnerships. Some of the roles and responsibilities will include:

- Hold AFN Coordination calls
- Serve as the centralized resource for CBO, 211, and AFN Customer Communication
- Coordinate escalation of AFN needs
- Assist in emergent back-up battery deployment

### Update November 1, 2021

SCE held a functional PSPS exercise on August 19, 2021. Two Community Based Organizations (CBOs) from the Area Agency on Aging and Service Center for Independent Life participated in the exercise. These CBOs serve AFN individuals. During these functional exercises, the SCE Customer Care Team demonstrated the process and considerations of the AFN population within the impacted area to develop the recommendation for deployment of Community Resource Centers and Community Crew Vehicles. These sites help mitigate impacts of PSPS de-energizations.

On October 11, SCE opened 4 CRCs and 2 CCVs to areas being monitored and impacted by PSPS<sup>20</sup> and on October 15, SCE opened one CCV<sup>21</sup>.

## 2. AFN LIAISON INCIDENT MANAGEMENT TEAM [NEW]

SCE launched a new AFN Liaison incident management team role who is responsible for all incident related coordination and communication specific to the Access and Functional Needs customer and community-based population. Some of the responsibilities of this new role include:

- Providing a centralized resource for community-based organizations and AFN customer communication
- Coordinating and facilitating daily CBO calls during the PSPS event to share information and answer questions or requests

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<sup>20</sup> CRC and CCVs were opened in the following cities: Acton, Stevenson Ranch, Calabasas, Simi Valley, Fillmore, Frazier Park

<sup>21</sup> CRC was opened in Simi Valley

- Coordinating AFN escalations from customers and community-based organizations.

This role has been initiated during two IMT activations and demonstrated success by providing valuable real-time information to CBOs during County briefings and PSPS CBO Coordination calls. During October 8<sup>th</sup> PSPS activation, AFN Liaison supported the escalation of two requests for back-up power from two customers who used life sustaining equipment. These escalations were resolved promptly, and customers were referred to 211 for assistance with self-resilient coordination for future incidents.

### **3. COMMUNITY RESOURCE CENTERS (CRCs) & COMMUNITY CREW VEHICLES (CCVs)**

During PSPS events, SCE provides in-person local support to its customers through CRCs and CCVs. These locations provide customers with information, support and resources to minimize the impact of PSPS events. CRCs and CCVs offer customers the ability to charge portable mobile and medical devices, receive water, light snacks, ice or ice vouchers, and access a safe and climate-controlled space with access to restrooms (when not limited by COVID-19-related restrictions).

SCE's CRCs are required to comply with the Americans with Disabilities Act so that all customers may access CRC services. Customers can find the location of activated CRCs on SCE's website ([www.SCE.com](http://www.SCE.com)) during PSPS events. Additionally, for those customers who have the need for temporary storage of medicine, some CRCs offer refrigeration. Because SCE recognizes that its AFN population may have more unique needs than those that can be offered at typical CRCs, SCE has contracted with 6 Independent Living Centers, which are organizations that specifically support the disabled community, to open their facilities as a CRC during a PSPS event. These locations have the expertise and knowledge to support disabled customers.

In addition to CRCs, SCE may also deploy CCVs to impacted communities. These CCVs are equipped with back-up power so that they can be located within the PSPS-impacted areas and provide customers with resources to charge their personal mobile devices, receive information/updates from SCE about the event, listen for relevant public safety broadcasts, and receive resiliency supplies. Customers may also update their contact information and enroll in outage alerts at CRCs and CCVs.

In 2020, SCE increased its contracts with CRCs and can currently activate 56 of these locations across its service area in addition to deploying CCVs as needed. CRCs are activated and CCVs are dispatched to communities that are impacted by a PSPS de-energization event. When contracting with sites to host CRCs, SCE targets communities using the following factors: (1) analysis of circuit locations impacted during the prior wildfire seasons, (2) analysis of circuits likely to be impacted by PSPS events in the coming year, (3) grid hardening initiatives underway, (4) AFN and other essential customer groups on the circuits, (54) population density, and (65) special needs within the community. Pop-up locations were activated as needed. Of SCE's 56 CRC locations, 41 operate between the hours of 8am-10pm.

During the COVID-19 pandemic restrictions, all CRCs and CCVs were activated in adherence to state and local social distancing requirements. Due to the COVID-19 pandemic and social distancing guidelines, some-services were modified. For example, to minimize the risk of contagion, SCE offered contactless support and served customers outdoors as much as possible via a drive-thru setup or an outdoor tent. Instead of allowing customers to directly help themselves to snacks, water, and fact sheets, SCE distributed pre-packaged resiliency kits. Instead of allowing customers to charge their personal mobile devices on site, SCE included a pre-charged solar phone bank in the resiliency kits so customers may charge their devices on the go. The resiliency kits contain preparedness information including the Medical Baseline (MBL) application, Personal Protective Equipment (PPE), bottled water, flashlight or an emergency lightbulb, a pre-charged phone charger, and light snacks.

In 2021, SCE will focus on continuous improvement and ways to expand and enhance services provided to customers at the CRC and CCVs by collecting feedback through customer surveys.

#### **Update August 2, 2021**

~~SCE has identified and contacted over 15 CRC sites in remote communities to install transfer switches to enable connection to backup generators. Six of these locations already have or plan to have their own backup generation. SCE has completed installation of transfer switches at two locations. In total, eight CRCs will have backup generating capabilities. SCE has not heard back from or been able to reach agreement with the remaining seven sites since 2020.~~

~~As of June 30, 2021, SCE has contract agreements with 63 CRCs.~~

#### **Update November 1, 2021**

As of October 12, 2021, SCE has 66 active contracted CRC locations.

To better serve our customers, SCE is offering additional services at CRC/CCVs:

- In-language translation, including American Sign Language, to support customers for whom spoken English is not their primary language; and
- Surveys now provided in QR Code format to enable customers to provide immediate feedback at the CRC and CCV locations; SCE will continue to survey via email those customers who prefer to provide feedback via e-mail.

## **4. COOLING CENTERS**

The cooling center program runs from June 1 through October 15 each year. Cooling centers provide an air-conditioned space for residents to use during a heat wave ~~and should a PSPS event unfold during these conditions the Cooling Centers would activate based on their contractual agreements with the Counties. These locations organically supplement our CRCs and are critical~~

~~for supporting customers who have temperature sensitivity or other vulnerabilities during periods of de-energization events.~~

During the County and City cool center program annual kickoff events, SCE shares information regarding PSPS and other wildfire mitigation activity including opportunities to become a CRC that serves customers during PSPS events.

#### **Update August 2, 2021**

~~The cooling center program kicked off on June 1, 2021, and will run through October 15, 2021. Cooling centers provide an air-conditioned space for residents to use during a heat wave and are activated based on heat triggers.~~

~~In May 2021, an Income-Qualified Programs webinar was conducted at the Riverside County Cooling Center program kickoff meeting. The webinar provided information on SCE's CARE/FERA, ESA, EAF and AMP programs. The audience included 40+ CBOs that signed up to participate in the county's cool center program. The CBOs represented the cities of Banning, Coachella, Cabazon, Desert Hot Springs, Indio, La Quinta, Menifee, Norco, Palm Desert, Perris, Palm Springs, Riverside and Temecula.~~

#### **Update November 1, 2021**

Cooling center program kicked off on June 1, 2021 and ran through October 15, 2021. During the cool center program season, counties and cities utilized social media and local news media to communicate heat advisories within their respective jurisdictions. The communications also included tips on how to stay cool and hydrated as well as the availability of cool centers that continued to operate under current CDC guidelines. Cool centers were activated based on their established heat triggers.

## **5. RESILIENCY ZONES**

SCE established the Resiliency Zones pilot to energize limited essential services in rural communities. For this pilot, SCE explored the creation of resiliency zones that would ~~utilize~~ use in-front-of-the meter generation to power specific important services to continue community access to basic essential services during PSPS events, such as food, fuel, medicine, and other public safety services in remote communities. SCE identified seven remote communities as having the most frequent PSPS events in 2019 and 2020 and developed a pilot to provide up to three essential service sites (e.g., grocery store, gas stations) in each Resiliency Zone community with back-up generation. SCE is targeting up to three essential service sites in each of the seven communities mentioned below:

- Los Angeles County - (1) Acton, (2) Agua Dulce
- Kern County - (3) Tehachapi
- Mono County - (4) Mammoth, (5) Bridgeport / Lee Vining
- Riverside County - (6) Cabazon, (7) Idyllwild

This Resiliency Zones initiative provides customers, including our AFN population impacted by PSPS events with continued access to essential services by providing back up power to critical service sites, such as gas stations, small grocery stores (mini marts), and pharmacies. Ensuring resiliency to services like these provides aid to all customers, ~~and those who are vulnerable or~~ including those residing in ~~rural~~ remote communities where access to these critical services is crucial to resiliency during PSPS events.

SCE is pursuing multiple solutions to reduce the number of PSPS-impacted customers and to provide additional support in the event of PSPS in 2021. As part of this effort, SCE believes that customer impacts could be further reduced in ~~rural~~ remote communities previously impacted by PSPS events by keeping certain essential services electrified. As such, SCE is augmenting our resiliency programs by initiating a pilot to provide a mobile generator back-up to electrify certain essential services in rural areas previously impacted by PSPS events.

For 2021, the Resiliency Zones program will continue efforts to increase customer participation and identify appropriate sites. SCE will continue to work with County and Community leaders to identify these sites. This pilot will enable SCE to assess various aspects of this program and to evaluate the benefit derived by the community with respect to energizing essential services during PSPS. If successful and the benefits support the costs, SCE may recommend expanding this program to other communities in a phased approach beginning in 2022. The mechanism for assessing benefits of the pilot will include customer feedback from impacted communities.

#### **Update August 2, 2021**

~~SCE has completed four resiliency zone site installations in 2021 (one in Cabazon and three in Agua Dulce). SCE continued its outreach efforts to identify additional customer sites for Resiliency Zones and as a result, three additional sites are in progress (Mammoth Lakes, Lee Vining, and Bridgeport). A site in Stallion Springs already has customer equipped transfer switch capability, and SCE will provide back up generation in the event of a PSPS outage.~~

#### **Update November 1, 2021**

SCE has executed Customer Agreements with four customers for additional Resiliency Zone (RZ) sites. The added sites are located in Bridgeport, Lee Vining, Mammoth Lakes and Stallion Springs.

- Bridgeport site: Engineering plans have been submitted to the County for review, approval and permit issuance. The Bridgeport project site requires a panel upgrade and a new meter to combine the loads (currently measured by two separate meters) to allow for the deployment of one generator to support the Customer's load during a PSPS event. SCE has approved the supplier's engineering plans and the plans have been submitted to the County for review, approval and permit issuance.
- Lee Vining site: Construction has been completed.
- Mammoth Lakes: Supplier is waiting for the Fire Department to issue a fire permit to start construction work.



- Stallion Springs site: Switching infrastructure complete at their own expense; SCE will deploy a generator during PSPS events as needed.

## VI. CUSTOMER PREPAREDNESS OUTREACH & COMMUNITY ENGAGEMENT

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### 1. MARKETING CAMPAIGNS

SCE's marketing campaign seeks to educate customers and the public on PSPS, including the conditions that trigger a PSPS, how to prepare for a PSPS, what SCE has done and continues to do to mitigate the risk of wildfires, and how to prepare for emergencies. In 2021, SCE plans to continue to run advertisements in English and other languages using a variety of channels, including digital banners, digital video, connected TV, social media, digital audio and broadcast radio. SCE also uses social media to support its marketing campaign with paid and organic posts informing customers about PSPS, emergency preparedness tips, how to sign up for PSPS alerts and storytelling around SCE's wildfire mitigation efforts. Also, information about SCE's CRCs and CCVs is shared on Facebook, Twitter, Instagram and Nextdoor.

In 2020, SCE sent the PSPS Newsletter (formerly referred to as the PSPS Dear Neighbor newsletter) to all SCE customers in both HRFAs and non-HRFAs. The newsletter sent to customers in HFRA focused on PSPS, including SCE's notification processes and decision-making factors for PSPS. The newsletter sent to customers in non-HFRA focused on emergency preparedness and included an overview of PSPS. Both versions provided an update on SCE's wildfire mitigation efforts, helpful emergency preparedness websites and ways to sign up for alerts and/or the MBL Program. In 2021, SCE plans to send another PSPS Newsletter with updated information and resources, including a list of our customer contact numbers and PSPS website pages in the 19 prevalent languages spoken in the SCE service area. We anticipate the 2021 PSPS Newsletters will be mailed to our customers in May/June 2021.

#### Update August 2, 2021

~~On May 18, 2021, SCE's PSPS Newsletter mailing to customers residing in non-HFRA was completed. As previously discussed in the April 30 update, the non-HFRA version of the PSPS Newsletter focused on emergency preparedness and included an overview of PSPS. SCE's wildfire mitigation efforts, helpful emergency preparedness websites, and ways for to sign up for alerts and customer support programs were also featured topics.~~

~~Translated versions of the non-HFRA PSPS Newsletter (and the HFRA versioned PSPS Newsletter whose mailing was completed in April 2021) in all 19 prevalent languages are accessible via SCE's Wildfire Communications Center webpage.~~

~~In August 2021, SCE will send out a PSPS Master Letter & Flyer mailing to enlist landlord/property owners' assistance with educating their sub-metered tenants about wildfire and PSPS, including steps they can take to plan, prepare and stay safe during a PSPS outage, in addition to requesting that landlords post the provided flyers for tenant awareness. The letter and the flyer will be bilingual (English/Spanish). Translated versions of the flyer in Chinese, Vietnamese, Korean and~~

Tagalog (in addition to Spanish) will be accessible for download via SCE's Wildfire Communications Center webpage.

### **Update November 1, 2021**

On August 10, 2021, SCE mailed approximately 5,200 PSPS Master Metered Letters & Flyers to SCE customers who are mastered-metered property owners/landlords.

These letters and flyers requested landlord/property owners' assistance with educating their sub-metered tenants about wildfire and PSPS, including steps they can take to plan, prepare and stay safe in advanced and stay safe during a PSPS outage, in addition to requesting that landlords post the provided flyers for tenant awareness. The letter and the flyer are bilingual (English/Spanish). Translated versions of the flyer in Chinese, Vietnamese, Korean and Tagalog (in addition to Spanish) are accessible for download via SCE's Wildfire Communications Center webpage.

During the months of September and early October, SCE implemented several marketing and outreach tactics aimed at increasing awareness of the 2-1-1 referral program. These tactics included a media release distributed to media outlines in areas frequently impacted by PSPS, an Edison Newsroom feature story that was geotargeted via social media to customers in disadvantaged vulnerable communities, as well as cross promotion of the 2-1-1 referral program on SCE's corporate website, [sce.com/customerresources](http://sce.com/customerresources). Messaging about the 2-1-1 program is included on several fact sheets and flyers including those distributed by SCE's CBO outreach and engagement partners to customers in High Fire Risk Areas that are in need of resource information.

## **2. ADVERTISING ~~[NEW]~~**

SCE created new digital ads and print materials to expand the campaign for increasing customer awareness of and participation in customer programs and services. Print ads for the Medical Baseline program and signing up for outage alerts to help be prepared for emergencies and PSPS were published in 40 ethnic (African American, Chinese, Tagalog, Korean, Spanish and Vietnamese) newspapers in April 2021 and again in May 2021.

SCE will measure impressions, with a 2021 campaign-wide goal of one billion impressions, as well as measuring click-through rates for these ads. To date, the medical baseline ads generated a total of 34 million impressions and the customer resources ads generated 15 million impressions, and overall impressions are at 410 million through June 30, 2021.

### **Update November 1, 2021**

SCE launched a multi-lingual print campaign to promote emergency awareness to ethnic audiences including African Americans, Hispanic and Asian. The ad ran at end of July and was translated to Spanish, Chinese, Korean, Vietnamese. and Tagalog.

SCE created new radio ads to expand the campaign for increasing customer awareness of SCE's wildfire mitigation efforts. The ads (English, Spanish, Mandarin, Cantonese, Korean, Vietnamese) were launched in September and will run till end of the year.

SCE measures impressions, with a 2021 campaign-wide goal of one billion impressions, as well as measuring click-through rates for these ads. To date, the medical baseline ads generated a total of 64 million impressions, the customer resources ads generated 31 million impressions, and overall impressions are at 616 million through September 30, 2021.

### **3. COMMUNITY MEETINGS IN HIGH FIRE RISK AREAS**

In 2021, SCE plans to host virtual community meetings in HFRA to provide information on SCE's wildfire mitigation efforts and PSPS. The meetings will also provide information on communications and notifications around PSPS, customer programs such as the MBL program and Critical Care Back-up Battery Program, and resources to help customers be better prepared. These meetings will also offer participants the opportunity to ask questions of SCE staff and provide feedback. SCE will advertise the meetings to customers in HFRA and information about the meetings will be available on SCE's website. SCE plans to record the meetings and post them with closed captioning on SCE's YouTube channel, which provides the ability for customers to view closed captioning in multiple languages.

#### **Update August 2, 2021**

~~SCE completed all planned community meetings scheduled for 2021. Since the last quarterly update, SCE held the following community meetings:~~

- ~~• May 11, 2021: Riverside County~~
- ~~• May 13, 2021: Orange County~~
- ~~• May 19, 2021: Chatsworth~~
- ~~• May 20, 2021: Los Angeles County~~
- ~~• May 25, 2021: Ventura/Santa Barbara Counties~~
- ~~• May 26, 2021: San Bernardino County~~
- ~~• June 2, 2021: Kern County~~
- ~~• June 3, 2021: Mono/Inyo/Fresno/Tulare/Madera/Tuolumne Counties~~

~~Recordings of the meetings are available on SCE's website at [www.sce.com/wildfiresafetymeetings](http://www.sce.com/wildfiresafetymeetings).~~

#### **Update November 1, 2021**

No updates to report during this period.

#### **4. MEETINGS WITH CITIES, COUNTIES AND TRIBAL GOVERNMENTS**

In 2021, SCE will continue its regular engagements with local and tribal governments in its service area (primarily those with PSPS circuits located in their jurisdictions) to share and provide updates on SCE's WMP and PSPS. These meetings focus on educating and seeking feedback from local and tribal government officials on SCE's wildfire mitigation efforts, PSPS de-energization process, how SCE communicates and works with government agencies and emergency operations during PSPS events, and assistance in promoting customer programs such as the MBL program and the Critical Care Back-up Battery Program. SCE will also solicit advice on outreach to the AFN population in meetings with County Operational Areas.

##### **Update August 2, 2021**

~~In Q2 2021, SCE provided briefings or shared updates with local and tribal governments in HFRA on its Wildfire Mitigation Plan and PSPS. SCE requested and received input on recommendations on identifying and contacting AFN populations within their jurisdiction as well as community-based organizations that may be able to help share PSPS and emergency preparedness information.~~

~~In June 2021, SCE provided information to local and tribal governments on how to register and access the new Public Safety Partner Portal as well as held training sessions on how to use the portal.~~

##### **Update November 1, 2021**

SCE is hosting a Tribal Nations Resiliency workshop in Q4 of 2021 to provide education and outreach to tribal communities on preparing for emergencies and outages as well as programs and services available at SCE such as Income Qualified Programs, Medical Baseline, rebates, and more.

#### **5. CBO ENGAGEMENT/COMMUNITY PARTNERSHIPS**

SCE engages with CBOs to help educate and create awareness around safety preparedness in the event of a disaster that impacts SCE customers, especially customers such as seniors, people with limited English proficiency, customers with disabilities, and/or those who are transportation disadvantaged.

To create even more productive alliances with CBOs, SCE used its pay-for-performance model and contracted with 50 CBOs for ongoing incentivized partnerships. These Tier-1 CBOs were selected through a Request for Proposal (RFP). The RFP was designed to select a total of 50 CBOs that have a strong reach in the communities previously mentioned and demonstrate the ability to partner with SCE to help educate and increase awareness around Wildfire and Safety Preparedness.

Together, the CBOs and SCE share information about SCE's wildfire mitigation plan and the importance of building resiliency plans for when emergencies occur. Other important topics that are regularly shared are helpful programs like MBL, CARE/FERA, rate options and important rebates and incentives available to our customers. CBOs also regularly exchange and share

communications on programs and services through social media, newsletters, e-blasts, blog posts, and direct stake holder engagement efforts like digital webinars. All the Tier 1 CBOs are required to track their outreach and engagement efforts and submit this information via monthly reports. These metrics are used to evaluate CBO performance, program effectiveness, and identify areas of improvement.

For the Tier 1 CBOs to be effective in their outreach efforts, SCE provides the CBOs with the following:

- Onboarding training to provide a background on Wildfire Mitigation efforts and resources available.
- Monthly check-ins to review engagement efforts and address any challenges the CBOs may be facing.
- Quarterly webinars for all CBOs to attend and receive a refresh on programs and share additional initiatives or resources to support their outreach efforts.
- Monthly messages, CBOs will receive turnkey messaging every 5th of each month. CBOs will share this information through their communication channels. The objective is for the information to benefit their constituents and help them to prepare in the event of a wildfire.
- Tracking of community events, CBOs will provide SCE with a list of community events and SCE will post the information on SCE.com to promote these opportunities with constituents.
- Resources for engagement efforts. CBOs will have access to various digital program PDFs (in-language). In addition, if a CBO will be attending or hosting an in-person event, SCE will provide printed materials and giveaways.
- Community-Based Connection Newsletter distributed to our database of over 1,600+ CBOs. Content will cross promote customer care programs and Wildfire & Safety Information.
- In addition, SCE will continue to share message and all related program information with CBOs that submitted an RFP but were not selected as part this effort.

In 2021, SCE will continue its partnerships with trusted and reputable organizations that work directly with AFN customers. SCE will continue its partnership with Mixteco/Indigena Community Organizing Project (MICOP) to coordinate direct outreach to community members and to deliver PSPS public service announcements in the indigenous languages of Mixteco, Zapoteco and Purepecha.

SCE is also partnering with 211 service providers and ILCs throughout the service area, as noted above.

**Update August 2, 2021**

SCE's network of Tier 1 community-based organizations continued their marketing and outreach efforts in the identified underserved communities, including, low-income, senior, disabled, multi-cultural, access functional needs and high fire risk areas. Although CBOs continued to face the pandemic related challenges that limited in person activities, CBOs continued to share with their constituents program information and turnkey messages in support of PSPS alerts, emergency preparedness and customer care programs via digital webinars, social media, newsletters, e-blasts, etc.

The marketing and outreach effort is to build awareness of key customer care programs and tips about how to prepare in the event of an emergency. These messages were provided on a monthly cadence via email and CBOs were instructed to share the information through the communication channels mentioned. See below for samples of message(s):-

- Remember to check emergency supplies to be sure you have a battery operated radio, a flashlight, and fresh batteries. Do not use candles for lighting as they pose a fire hazard.
- Keep emergency phone numbers handy. This includes your doctor, police, fire department and medical equipment company.
- Our Medical Baseline Allowance program provides an additional 16.5 kilowatt hours of electricity per day to individuals requiring regular use of electrically powered medical equipment or other qualifying medical devices. Provided at the lowest baseline rate, this helps offset the cost of operating the medical equipment.
- Learn how SCE's Critical Care Backup Battery (CCBB) Program offers eligible customers a free portable back up battery to power medical devices in the event of a power outage, including PSPS.

In anticipation of warmer weather, we facilitated two webinars in May for CBOs to attend. The objective was to provide the CBOs with valuable information leading up to wildfire season. In addition, we also reviewed the different resources available and messaging related to Wildfire Safety and Preparedness and customer care programs that would benefit their community.

Webinar dates:

Tuesday, May 11<sup>th</sup>, 2021. From 10:00 a.m. – 11:30 a.m.

Thursday, May 13<sup>th</sup>, 2021. From 10:00 a.m. – 11:30 a.m.

Note: CBOs were not required to attend both sessions. However, given the CBOs' busy schedules, we provided two options.

### **Update November 1, 2021**

SCE hosted its quarterly webinar on August 26, 2021 for all "Tier 1" CBOs supporting Wildfire and Emergency Preparedness marketing and outreach efforts supporting underserved communities (low income, senior, access functional needs (AFN), multi-cultural, hard to reach, and high-fire risk areas). The objective of this webinar was to share resources with CBOs in anticipation of

September's National Preparedness month and provide an overview of different resources in support of the AFN community, below is an outline of the meeting agenda:

- Turnkey messages, infographics, and videos to share with constituents in support of National Preparedness month
- Review the newly launched AFN website: [www.sce.com/afn](http://www.sce.com/afn)
- Partnership with SigniFICANT, vendor that assist with sign language (ASL) interpretation and translation during customer assessment/installation in support of Energy Savings Assistance Program (ESA)
- Access to high-speed internet for low-income customers, presented by California Emerging Technology Fund (CETF)

To consolidate all the different resources and in support of Wildfire and Emergency Preparedness, SCE put together a kit for AFN external partners that had links to different approved messages, videos and infographics that highlight different resources, below is an outline of the topics covered:

- Outage information and Emergency Preparedness Tips
- Customer Care Programs (Rebates & Incentives)
- Public Power Safety Shutoff (PSPS Alerts)
- Video Content
- Additional Resources: AFN website, Energized.com and SCE's social media channels

In addition to continue providing CBOs with the resources mentioned above, SCE continues to attend CBO facilitated webinars or "live" events via Facebook and Instagram to share information on the following topics:

- COVID-19 Financial Resources
- Public Safety Power Shutoff awareness
- How to sign up for outage alerts
- Emergency preparedness

SCE is including participation from CBOs in the PSPS County Briefing and the newly formed PSPS CBO Coordination Meeting during IMT activations. The intent is to provide CBOs real-time in-event information about potential PSPS events affecting Counties they serve and give CBOs the opportunity to escalate any issues or ask questions relevant to the event. For more details on these meetings, please see V.2 AFN Liaison Incident Management Team. All "Tier 1" CBOs supporting Wildfire and Emergency Preparedness marketing and outreach efforts have been invited to participate in these meetings for future activations.

## **6. IN-HOME HEALTH SERVICES PARTNERSHIPS (IHSS)**

In 2021, SCE will launch its partnership with IHSS to provide training to in-home health workers and other social service staff programs at SCE that are meaningful and helpful to their clients. The



training program will be a virtual training with a series of events made available to the resources, likely quarterly.

The Deputy Director of IHSS and SCE will launch the first quarterly training program by end of Q2 2021 and coordinate additional quarterly trainings throughout 2021. The training will consist of in-depth overview of helpful programs that SCE offers its customers with emphasis on the MBL program. Additionally, IHSS will coordinate the distribution of collateral and attendees for the sessions using their resource information databases.

SCE and IHSS will evaluate the effectiveness of the training programs and look for opportunities throughout the year to improve this partnership where possible.

#### **Update August 2, 2021**

~~SCE collaborated with PG&E and SDG&E to develop consolidated Medical Baseline Allowance email communication encouraging customers to enroll in the program prior to the expiration of Covid 19 protection protocols.<sup>22</sup> The Medical Baseline Allowance email created by SCE, PG&E, and SDG&E was shared with program managers of 21 Regional Centers and of 74 IHSS representing 58 counties. Additionally, the California Department of Rehabilitation shared messaging through email and social media. SCE will continue to collaborate with these stakeholders for opportunities to broaden awareness.~~

~~Additionally, in collaboration with PG&E and SDG&E, SCE developed another consolidated Medical Baseline Allowance communication to continue to promote the Medical Baseline Program. The email is being translated into eleven languages and will be provided to The California Department of Developmental Services (DDS) and the Statewide AFN Council for distribution. IHSS is evaluating the opportunity to email it directly to each individual customer.~~

~~In collaboration with PG&E, SDG&E and the Deputy Director of IHSS, SCE provided training on June 15 and June 16. A total of 359 attendees participated in this training where the Joint IOUs provided in-depth overview of helpful programs and services offered to customers to help them prepare for possible extended power outages.~~

#### **Update November 1, 2021**

SCE in collaboration with the Joint IOUs, State Agencies, and Healthcare Agencies have launched a series of trainings with in-depth overview of helpful programs offered to customers with emphasis on PSPS and Medical Baseline.

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<sup>22</sup> Emergency consumer protections due to the COVID-19 pandemic expired on Jun. 30, 2021. Prior to June 30<sup>th</sup>, customers were not required to provide a physician's signature when enrolling in the program until the consumer protections expire.

IHSS trainings were held on Sept. 21 and 22 (Q3) with 425 attendees. Similar training was provided to the Regional Center training held on September 21.

## VII. IN-EVENT PSPS CUSTOMER COMMUNICATIONS

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### 1. EVENT NOTIFICATIONS

As documented in the 2021 WMP, SCE provides PSPS event notifications pursuant to the PSPS guidelines provided by the Commission, as shown in the table below. In 2021, in response to customer feedback, SCE will conduct a comprehensive review of its notification process which may result in changes to make the notifications more effective and timely.

SCE understands its stakeholders have different needs and require varying methods of alerts and notifications. For example, first responders, Public Safety Partners, and local governments require as much lead time as practical to begin contacting constituents and preparing to respond to potential de-energizations. To support this need, SCE generally provides priority notification to these agencies between 48 to 72 hours before a potential PSPS de-energization. Additional alerts and warning update notifications are made again at 24-hour intervals with these agencies to maintain operational coordination. SCE begins initial alerts and warning messaging to remaining customers up to 48 hours in advance of a potential PSPS event. Notifications are then made to these customers in 24-hour intervals to maintain situational awareness and provide updated information regarding the ongoing potential PSPS event.

Three days ahead of a forecasted PSPS event, SCE's PSPS IMT initiates notifications, if weather conditions can be predicted this far in advance, to Public Safety Partners, Critical Infrastructure and city/state agencies in the potentially impacted area. Two days before forecast conditions are expected to impact a specific circuit, SCE's protocol dictates the initiation of notification to customers on that circuit via their preferred method of communication (e.g., text, e-mail, voice call). They are again scheduled to be notified one day before the forecasted conditions. All PSPS event notifications are delivered via phone call, email, and text (telecommunication device for the hearing impaired) formats as per the preference of the recipient. Notifications are offered in multiple languages.

<u>Stakeholder</u>	<u>Initial Notification (Alert)</u>	<u>Update Notification (Alert)</u>	<u>Imminent Shut down (Warning)</u> <small>23</small>	<u>De-Energized (Statement)</u>	<u>Continued Shutoff</u>	<u>Preparing for Re-Energization (Statement)</u> <small>24</small>	<u>Re-Energized (Statement)</u>	<u>PSPS Averted (Statement)</u>	<u>PSPS Ended (no more PSPS risk)</u>	<u>PSPS Restored (PSPS Remains Risk)</u>
<u>First/ Emergency Responders/ Public Safety Partners, local governments, and tribes</u>	<u>72 hours before</u>	<u>48 &amp; 24 hours before</u>	<u>0-4 hours</u>	<u>When De-Energization Occurs</u>	<u>When de-energization continues overnight, sent to customers the next morning</u>	<u>Before Re-energization Occurs</u>	<u>When Re-Energization Occurs</u>	<u>When circuits are no longer being considered for PSPS and were not de-energized</u>	<u>when circuits were de-energized and have been restored and are no longer being monitored</u>	<u>when circuit is temporarily restored but still at risk for PSPS (usually when there is a break in POC)</u>
<u>Critical Infrastructure / Service Providers</u>	<u>72 hours before</u>	<u>48 &amp; 24 hours before</u>	<u>0-4 hours</u>	<u>When De-Energization Occurs</u>	<u>When de-energization continues overnight, sent to customers the next morning</u>	<u>Before Re-energization Occurs</u>	<u>When Re-Energization Occurs</u>	<u>When circuits are no longer being considered for PSPS and were not de-energized</u>	<u>when circuits were de-energized and have been restored and are no longer being monitored</u>	<u>when circuit is temporarily restored but still at risk for PSPS (usually when there is a break in POC)</u>
<u>Customers</u>	<u>48 hours before</u>	<u>24 hours before</u>	<u>0-4 hours</u>	<u>When De-Energization Occurs</u>	<u>When de-energization continues overnight, sent to customers the next morning</u>	<u>Before Re-energization Occurs</u>	<u>When Re-Energization Occurs</u>	<u>When circuits are no longer being considered for PSPS and were not de-energized</u>	<u>when circuits were de-energized and have been restored and are no longer being monitored</u>	<u>when circuit is temporarily restored but still at risk for PSPS (usually when there is a break in POC)</u>

SCE implemented the Electric Outage Notification System (EONS) in 2019 to execute high-volume targeted notifications within very short timeframes, enabling SCE to reach a large number of customers in areas potentially subject to PSPS. SCE also developed a process to utilize this technology to communicate with and support customers impacted by other types of natural disasters. In 2019, SCE enhanced EONS' capabilities to expand in-language notifications based on customer preference including Spanish, Mandarin, Cantonese, Tagalog, Vietnamese and Korean. In 2020, SCE enhanced the system further to include additional languages spoken prevalently in the SCE service area.

SCE has a comprehensive plan for communicating with its customers during emergencies, including during non-PSPS outages, which includes a schedule of notifications for repair (unplanned) outages and maintenance (planned) outages. For customers that have provided digital contacts or otherwise enrolled in the notification service, automated outbound notifications are sent to

<sup>23</sup> SCE will make every attempt to notify customers at the 1- to 4-hour warning stage. Given the unpredictability of shifting weather during PSPS, implementation of this timeframe may vary.

<sup>24</sup> SCE will attempt to notify customers before re-energization when possible.

customers via the customer's preferred method of contact (including email, phone call and text message) when an outage occurs, as outage restoration times are determined or shifted, and upon conclusion of the outage. For maintenance outages, SCE provides advanced notice to customers at least three days prior to the outage, but typically sooner. SCE provides an automated reminder one day ahead of the scheduled outage and SCE's Outage Map on SCE.com provides customers with outage information in their service location.

In late 2019, SCE implemented zip code-level alerting for PSPS events. Zip code alerting enables non-SCE accountholder populations to enroll to receive PSPS notifications based on their preferred zip code(s) within the SCE service area. In 2021, SCE will further enhance zip code-level alerting to include in-language notifications for the current supported languages (Chinese, Vietnamese, Korean, Spanish and Tagalog). Furthermore, SCE is in discussions with technology partners to use public alert messaging to notify anyone in an area affected by a PSPS event without previously signing up for alerts on SCE.com. This capability is like "Amber Alerts" and leverages the Common Alerting Protocol technology.

#### **Update August 2, 2021**

~~SCE made multiple enhancements to its cadence and content for customer notifications during PSPS events. Based on a review of our notification strategies, SCE has implemented the following changes to its notification cadence.~~

~~1) — Changed the cadence of notifications to customers on the monitored circuit lists to factor in data from two consecutive weather reports. This adjustment will allow SCE to use more accurate weather data as the basis for scope decisions, which should thereby reduce the number of customers who may come in and out of scope during contiguous weather reports. This should also help SCE reduce the perception of over-notification to customers.~~

~~2) — Imminent notifications will automatically be sent to customers when a preset percentage of the de-energization threshold is reached. This is a departure from the manual approval process for notifications for each circuit or segment. This should reduce missed or delayed imminent notifications.~~

~~3) — De-energization notifications will be sent as soon as a de-energization decision is made instead of waiting for confirmation that circuit or segment has been de-energized. This should reduce missed and delayed notifications.~~

~~4) — If power for a customer is not restored overnight, a notification will be provided to the customers in the morning. This notification is intended to provide updated information on the estimated end of the period of concern. This notification enhancement will be available after June 21.~~

~~SCE revised its stakeholder notification table, which includes new content and cadence.~~

Stakeholder	Initial Notification (Alert)	Update Notification (Alert)	Imminent Shut down (Warning) <sup>25</sup>	De-Energized (Statement)	Continued Shutoff	Preparing for Re-Energization (Statement) <sup>26</sup>	Re-Energized (Statement)	PSPS-Averted (Statement)	PSPS-Ended (no more PSPS-risk)	PSPS-Restored (PSPS-Remains-Risk)
First/ Emergency- Responders/ Public Safety Partners, local governments, and tribes	72 hours before	48 & 24 hours before	0-4 hours	When De-Energization Occurs	When de-energization continues overnight, sent to customers the next morning	Before Re-energization Occurs	When Re-Energization Occurs	When circuits are no longer being considered for PSPS and were not de-energized	when circuits were de-energized and have been restored and are no longer being monitored	when circuit is temporarily restored but still at risk for PSPS (usually when there is a break in POC)
Critical Infrastructure /Service Providers	72 hours before	48 & 24 hours before	0-4 hours	When De-Energization Occurs	When de-energization continues overnight, sent to customers the next morning	Before Re-energization Occurs	When Re-Energization Occurs	When circuits are no longer being considered for PSPS and were not de-energized	when circuits were de-energized and have been restored and are no longer being monitored	when circuit is temporarily restored but still at risk for PSPS (usually when there is a break in POC)
Customers	48 hours before	24 hours before	0-4 hours	When De-Energization Occurs	When de-energization continues overnight, sent to customers the next morning	Before Re-energization Occurs	When Re-Energization Occurs	When circuits are no longer being considered for PSPS and were not de-energized	when circuits were de-energized and have been restored and are no longer being monitored	when circuit is temporarily restored but still at risk for PSPS (usually when there is a break in POC)

### **Update November 1, 2021**

Address-level alert system is now available to ZIP code alert subscribers who are not account holders.

As of October 21, 2021, PSPS notifications to customers are available in 16 additional languages<sup>27</sup>. These are available via SMS, voice<sup>28</sup>, and e-mail.

<sup>25</sup> SCE will make every attempt to notify customers at the 1- to 4-hour warning stage. Given the unpredictability of shifting weather during PSPS, implementation of this timeframe may vary.

<sup>26</sup> SCE will attempt to notify customers before re-energization when possible.

<sup>27</sup> Sixteen additional languages are: Khmer, Armenian, Farsi, Arabic, Japanese, Russian, Punjabi, Thai, Hmong, Portuguese, Hindi, French, German, Mixteco, Zapoteco, and Purapecha.

<sup>28</sup> Mixteco, Zapoteco, Purapecha are only available via Voice.

## 2. IN-PERSON NOTIFICATIONS FOR ~~VULNERABLE~~ **AFN** POPULATIONS

SCE takes additional measures to reach its ~~MBL~~-most vulnerable customers when SCE does not receive confirmation that these customers received proactive alerts and notifications, including follow up calls and messages and up to sending a representative to attempt in person contact (door knock). In 2019 and 2020, SCE incorporated these extra cautionary steps for those customers whose physicians indicated that medical equipment is used for life support purposes. These customers are identified as SCE's Critical Care. By the end of 2021, SCE will have expanded the additional cautionary safeguards to all MBL customers, those who self-certify as vulnerable as having a condition that could become life-threatening if electricity is disconnected. When a public safety event is forecasted, SCE takes additional measures to ensure that these customers are receiving the advising them about the PSPS event. SCE receives a report within 30 minutes of a notification campaign that provides a list of Critical Care customers whose notifications were not delivered successfully. This list is provided to SCE's on-duty Consumer Affairs staff who begin researching the customer's account to locate other contact channels and make attempts to reach the customer. In most cases, SCE is able to receive affirmative confirmation either through the original notice or through the process established by the Consumer Affairs department; however, in those rare instances when SCE cannot confirm the message was delivered, SCE will send a to the residence to attempt to deliver the message directly to the customer. If a customer is not contacted at the location, a letter is left advising of the purpose of their visit and asking that they call SCE so that they can provide an up-to-date contact preference for these critical messages. We are able to confirm that approximately ~96% of all notifications to this population, including follow up calls and door knocks, are delivered in each event.

To maintain the most current contact information in the databases, when a Consumer Affairs representative speaks with Critical Care customers, representatives update the contact preference in SCE's databases and monitor future notifications for the current event to validate the messages have been delivered. Additionally, when field representatives who make contact at the home obtain an up-to-date contact number, they provide the information to Consumer Affairs who updates SCE's business systems. Additionally, on an annual basis, SCE sends every customer enrolled in the MBL program a letter that talks about power outages, the importance of a resiliency plan, and asks that they contact SCE to make sure their information is up to date.

In 2021, SCE will continue with this safeguard to ensure that all customers who rely on life support are receiving PSPS alerts and notifications when SCE is able to do so. In addition, we are extending in-person notifications to all MBL customers. Unfortunately, unforeseen weather events may prevent advance notice to our customers and in such situations, SCE may not be able to reach impacted critical care customers until a de-energization has occurred.

### Update August 2, 2021

~~SCE is on track to implement escalated contact attempts, including in-person visits, if necessary, to all Medical Baseline customers during the third quarter of 2021, in the event that SCE receives confirmation that notifications were not delivered.~~

### **Update November 1, 2021**

SCE expanded escalated contact attempts, including in-person PSPS notifications if needed, to medical baseline customers and customers who self-certify as having a condition that could become life-threatening if electricity is disconnected. This process has been operationalized at the beginning of the third quarter 2021.

### **3. SOCIAL MEDIA**

In 2019, SCE began participating in the Nextdoor platform, a neighborhood online forum to exchange helpful information, goods, and services. Nextdoor currently has 2.5 to 3.0 million verified users in SCE's service area that can be targeted by region, county, city, circuit, or neighborhood. Nextdoor is also used as a channel to reach populations who may not have access to other channels or forms of communications. In 2021, SCE will enhance its Nextdoor communications to further refine our targeting capabilities and enable PSPS notifications to be delivered directly to the customers served by a specific circuit segment affected by a PSPS event.

SCE will continue customer communications via Facebook, Twitter, and Instagram responding to and triaging customer concerns during PSPS events.

### **Update August 2, 2021**

~~No updates to report during this period.~~

### **Update November 1, 2021**

No updates to report during this period.

### **4. WEBSITE**

On SCE's website (SCE.com), customers can find information about SCE's wildfire mitigation efforts, learn tips for how to become more resilient during major events and receive up-to-date information regarding PSPS outages in their area. Mass media advertising, which can include television, radio, digital banners/videos and social media, directs customers to SCE.com for more information. SCE also maintains a toll-free 1-800 phone line staffed with trained personnel who receive calls from impacted customers.

SCE.com is WCAG 2.0 AA compliant. The website is routinely tested to support visitors who use a wide range of assistive technologies – including screen readers – to access the internet. Maps denoting PSPS locations and details have been optimized to support customers with visual limitations, including color blindness. In fact, in 2020 SCE recolored their PSPS outage map based directly on feedback from a Center For Accessible Technology (CFAT) representative on the AFN advisory council, which shows the impact and benefit of such advisory councils. Additionally,

Wildfire/PSPS content on SCE.com is now available in nineteen languages prevalent in the service area (including English) to further assist customers with language dependency.

### Update August 2, 2021

~~SCE enhanced its website to allow customers to enter an address and view current consolidated outage activity in the area. SCE is in the process of making additional improvements to its website. These improvements are scheduled to be completed during the fourth quarter of 2021.~~

~~SCE launched a new Public Safety Partner Portal in June 2021. The Portal is a single destination to find PSPS information not available to the public on SCE.com. The portal is intended for use by CPUC defined Public Safety and Critical Infrastructure customers.~~

~~The portal contains a planning section with the following information to help partners prepare for an event:~~

- ~~● PSPS planning interactive map
  - ~~○ Includes Outage Areas, and Impacted Circuits~~~~
- ~~● Planning Files
  - ~~○ Outage Areas and Impacted Circuits in various downloadable formats and API to allow integration with third party systems~~~~
- ~~● Planning Reports
  - ~~○ Summary of potentially impacted customers~~
  - ~~○ Critical facilities and identified medical baseline and critical care customers~~
  - ~~○ Also available in various downloadable formats and API~~~~

~~The portal also includes an In-Event section with the following information:~~

- ~~● PSPS event Interactive map
  - ~~○ Includes Outage Areas, Impacted Circuits with estimated restoration times, Community Resource center and Community Crew Vehicles~~~~
- ~~● Event specific Files and reports
  - ~~○ Outage Areas and Impacted Circuits~~
  - ~~○ Critical facilities and identified medical baseline and critical care customers~~
  - ~~○ Summary of impacted customers~~
  - ~~○ Reports are available in various downloadable formats and APIs~~
  - ~~○ Situational awareness and data~~~~
- ~~● Archive of inactive past events~~

~~SCE developed and launched the AFN Webpage on July 30, 2021. The new webpage enhances the online experience of our customers with AFN by providing them a dedicated “one-stop shop” for PSPS information and related programs. The webpage will allow customers to:~~

- ~~● Access information regarding PSPS events~~
- ~~● Update contact information via sce.com to receive PSPS alerts~~



- ~~Access information for SCE programs and services (e.g., Medical Baseline, Critical Care Backup Battery, CARE/FERA), as well as contact information for supportive services from the Independent Living Centers and 211.~~

### **Update November 1, 2021**

SCE has enabled capabilities for community-based organizations to access the PSPS public safety partner portal. During the October 8<sup>th</sup> and October 13<sup>th</sup> PSPS activations, CBOs were on-boarded. CBOs from 211, Regional Center, and American Red Cross have been granted access to the portal. Additionally, SCE is hosting a series of office hours for eight weeks where CBOs, Public Safety Partners, and Critical Infrastructure customers can attend for Q&A.

On September 21, SCE completed the functionality to enable customers to self-certify<sup>29</sup> through the AFN dedicated webpage.<sup>30</sup>

AFN web page is now available in 18 languages.

## **5. CUSTOMER CONTACT CENTER SUPPORT**

SCE Customer Service Energy Advisors are trained and available to answer customer calls as a PSPS event unfolds. These representatives support our customers during PSPS events by answering questions, providing resource information, resolving concerns, addressing emergency issues, and escalating potential issues that arise as needed.

In addition, SCE identified employees working in its Customer Contact Center that live on a HFRA circuit and could be impacted by a PSPS event. The Customer Contact Center has developed a plan to physically staff some of our call centers (during the COVID-19 pandemic while many employees are working remotely) to maintain phone resources in case employees lose power at home while they are on duty.

The Customer Contact Center has crafted Interactive Voice Response (IVR) messaging to prioritize certain calls (e.g., PSPS, outages, etc.) to reduce wait times during busy PSPS events. All other calls are routed to self-serve options in the IVR or on SCE's website at SCE.com.

SCE created a new PSPS IMT role defined as the "CCC PSPS Liaison." This role is activated when the PSPS IMT is activated with the sole purpose of providing timely circuit status to our energy advisors so they have real-time information to share with customers seeking information and assistance.

### **Update August 2, 2021**

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<sup>29</sup> These customers certify to having a condition that could become life-threatening if electricity is disconnected

<sup>30</sup> sce.com/wildfire/access-and-functional-needs

The Customer Contact Center has crafted Interactive Voice Response (IVR) messages to prioritize certain calls (e.g., PSPS, outages, etc.) to reduce wait times during busy PSPS events. In Q3 2021, SCE will update its IVR messaging for customers to encourage self-serve options within the IVR or on SCE's website at SCE.com. Additionally, if a customer requests to opt for a representative, we added messaging while on hold to address common customer questions and continue to encourage self-service channels to obtain address-level event status updates and information on restoration times.

#### **Update November 1, 2021**

The Customer Contact Center has crafted Interactive Voice Response (IVR) messages to prioritize certain calls (e.g., PSPS, outages, etc.) to reduce wait times during busy PSPS events. This priority assignment is determined by customer selections. IVR messaging encourages customers to use self-serve options within the IVR or on SCE's website at SCE.com. If a customer requests to opt for a representative, we added messaging while on hold to address common customer questions and continue to encourage self-service channels to obtain address-level event status updates and information on restoration times. IVR messaging also informs customers to call or text 211 to receive information regarding local resources available during a PSPS event.

## **VIII. APPENDIX A**

<b><u>First</u></b>	<b><u>Last</u></b>	<b><u>Organization</u></b>	<b><u>Title</u></b>	<b><u>Invited</u></b>	<b><u>Confirmed Planning Committee</u></b>
<u>Kelly</u>	<u>Brown</u>	<u>211</u>	<u>Director, Interface 2-1-1</u>	<u>X</u>	<u>X</u>
<u>Tracey</u>	<u>Singh</u>	<u>American Red Cross</u>	<u>Pacific Division Disability Integration Advisor</u>	<u>X</u>	<u>X</u>
<u>James</u>	<u>Collins</u>	<u>CA Council of the Blind</u>	<u>Community Educator</u>	<u>X</u>	<u>X</u>
<u>Nicole</u>	<u>Pacheco</u>	<u>California Council of the Blind</u>	<u>Operations Manager</u>	<u>X</u>	-
<u>Michelle</u>	<u>Davis</u>	<u>California Department of Aging (CDA)</u>	<u>Program Manager</u>	<u>X</u>	-
<u>Rebecca</u>	<u>Hinkson</u>	<u>California Department of Aging (CDA)</u>	<u>Staff Services Analyst</u>	<u>X</u>	-
<u>Rapone</u>	<u>Anderson</u>	<u>California Department of Development Services (DDS)</u>	<u>Manager Office of Community Operations</u>	<u>X</u>	-
<u>Ally</u>	<u>Bartz</u>	<u>California Department of Development Services (DDS)</u>	<u>Disaster Response Unit Manager for Community Care Licensing Division</u>	<u>X</u>	-
<u>Aaron</u>	<u>Christian</u>	<u>California Department of Development Services (DDS)</u>	<u>Manager, Office of Community</u>	<u>X</u>	-

			<u>Operations- Southern Region</u>		
<u>Mayra</u>	<u>Ochoa</u>	<u>California Department of Development Services (DDS)</u>	<u>Office Assistant II Bilingual at Tehama County Department of Social Services</u>	<u>X</u>	<u>-</u>
<u>Tamara</u>	<u>Rodriguez</u>	<u>California Department of Development Services (DDS)</u>	<u>Officer, Emergency Preparedness &amp; Response</u>	<u>X</u>	<u>X</u>
<u>Rose</u>	<u>Samaniego</u>	<u>California Department of Development Services (DDS)</u>	<u>Community Program Specialist III-FHA Supervisor</u>	<u>X</u>	<u>-</u>
<u>Seneca</u>	<u>St. James</u>	<u>California Department of Development Services (DDS)</u>	<u>Community Program Specialist III</u>	<u>X</u>	<u>X</u>
<u>Leinani</u>	<u>Walter</u>	<u>California Department of Development Services (DDS)</u>	<u>Assistant Deputy Director for Service Access and Equity</u>	<u>X</u>	<u>-</u>
<u>JR</u>	<u>Antablian</u>	<u>California Department of Social Services (DSS)</u>	<u>Chief Disaster Services Branch</u>	<u>X</u>	<u>-</u>
<u>John</u>	<u>Barnett</u>	<u>California Department of Social Services (DSS)</u>	<u>Manager, Response and Redirect Unit</u>	<u>X</u>	<u>-</u>
<u>Joanne</u>	<u>Brandani</u>	<u>California Department of Social Services (DSS)</u>	<u>Deputy Chief, Disaster Services Branch</u>	<u>X</u>	<u>X</u>
<u>Greg</u>	<u>Oliva</u>	<u>California Department of Social Services (DSS)</u>	<u>Assistant Deputy Director, Central Operations, Community Care Licensing Division</u>	<u>X</u>	<u>-</u>
<u>Debbi</u>	<u>Thomson</u>	<u>California Department of Social Services Adult Prog Div (DSS)</u>	<u>Deputy Director</u>	<u>X</u>	<u>-</u>
<u>Rick</u>	<u>Yrigoyen</u>	<u>California Department of Social Services Adult Prog Div. (DSS)</u>	<u>Customer Relations &amp; Stakeholder Communications Manager</u>	<u>X</u>	<u>-</u>
<u>Bonny</u>	<u>Wolf</u>	<u>California Department of Social Services Disaster Unit (DSS)</u>	<u>Disaster Unit</u>	<u>X</u>	<u>-</u>
<u>Lisa</u>	<u>Austin</u>	<u>California Foundation for Independent Living Centers (CFLIC)</u>	<u>Disability Disaster Director</u>	<u>X</u>	<u>-</u>
<u>Christina</u>	<u>Mills</u>	<u>California Foundation for Independent Living Centers (CFLIC)</u>	<u>Executive Director</u>	<u>X</u>	<u>-</u>
<u>Dan</u>	<u>Okenfuss</u>	<u>California Foundation for Independent Living Centers (CFLIC)</u>	<u>Public Policy Manager</u>	<u>X</u>	<u>-</u>

<u>Sydney</u>	<u>Pickern</u>	<u>California Foundation for Independent Living Centers (CFLIC)</u>	<u>Disability Disaster Manager, Disability Disaster Access and Resources (DDAR)</u>	<u>X</u>	-
<u>Elizabeth</u>	<u>Basnett</u>	<u>California Health &amp; Human Services</u>	<u>Assistant Secretary</u>	<u>X</u>	-
<u>Vance</u>	<u>Taylor</u>	<u>California Office of Emergency Services (CalOES)</u>	<u>Chief, Office of Access and Functional Needs</u>	<u>X</u>	-
<u>Anne</u>	<u>Kim</u>	<u>California Public Utility Commission (CPUC)</u>	<u>Public Utilities Regulatory Sr. Analyst</u>	<u>X</u>	-
<u>Stratton</u>	<u>King</u>	<u>California Rural Indian Health Board</u>	<u>Operations Manager</u>	<u>X</u>	-
<u>Mark</u>	<u>Lebeau</u>	<u>California Rural Indian Health Board</u>	<u>Chief Executive Officer</u>	<u>X</u>	-
<u>Melissa</u>	<u>Kasnitz</u>	<u>Center for Accessible Technology (CforAT)</u>	<u>Legal Council</u>	<u>X</u>	-
<u>Annette</u>	<u>Rogers</u>	<u>Central Valley Regional Center (CVRC)</u>	<u>Fresno NVRC Representative</u>	<u>X</u>	<u>X</u>
<u>Paula</u>	<u>Villescaz</u>	<u>County Welfare Directors Association of CA (CWDA)</u>	<u>Director of Legislative Advocacy</u>	<u>X</u>	-
<u>Kay</u>	<u>Chiodo</u>	<u>Deaf Link</u>	<u>Chief Executive Officer</u>	<u>X</u>	<u>X</u>
<u>Ana</u>	<u>Acton</u>	<u>Department of Rehabilitation (DOR)</u>	<u>Deputy Director, Independent Living and Community Access Division</u>	<u>X</u>	-
<u>Joe</u>	<u>Xavier</u>	<u>Department of Rehabilitation (DOR)</u>	<u>Director</u>	<u>X</u>	-
<u>Carolyn</u>	<u>Nava</u>	<u>Disability Action Center (DAC) Chico   Redding</u>	<u>Northern ILC Representative</u>	<u>X</u>	-
<u>June</u>	<u>Isaacson Kailes</u>	<u>Disability Policy Consultant</u>	<u>Disability Policy Consultant</u>	<u>X</u>	<u>X</u>
<u>Lauren</u>	<u>Giardina</u>	<u>Disability Rights California (DRC)</u>	<u>Executive Director Managing Attorney</u>	<u>X</u>	-
<u>Andy</u>	<u>Imparato</u>	<u>Disability Rights California (DRC)</u>	<u>Executive Director</u>	<u>X</u>	-
<u>Samuel</u>	<u>Jain</u>	<u>Disability Rights California (DRC)</u>	<u>Staff Attorney II, Legal Advocacy Unit</u>	<u>X</u>	-
<u>Susan</u>	<u>Henderson</u>	<u>Disability Rights Education &amp; Defense Fund</u>	<u>Executive Director</u>	<u>X</u>	-
<u>Alina</u>	<u>Alvarez</u>	<u>East Los Angeles Regional Center</u>	<u>HR Manager</u>	<u>X</u>	-
<u>T</u>	<u>Abraham</u>	<u>Hospital Council</u>	<u>Regional Vice President</u>	<u>X</u>	-
<u>Joseph</u>	<u>Grounds</u>	<u>Kern Regional Center (KERNRC)</u>	<u>Emergency Response Coordinator</u>	<u>X</u>	<u>X</u>

<u>Karey</u>	<u>Morris</u>	<u>Kern Regional Center (KERNRC)</u>	<u>HR Manager</u>	<u>X</u>	-
<u>Gabby</u>	<u>Eshrati</u>	<u>North Los Angeles County Regional Center (NLACRC)</u>	<u>Consumer Services Director</u>	<u>X</u>	-
<u>Edwin</u>	<u>Gamino</u>	<u>San Gabriel Pomona Regional Center (SGPRC)</u>	<u>LMS Administrator</u>	<u>X</u>	-
<u>Dara</u>	<u>Mikesell</u>	<u>San Gabriel Pomona Regional Center (SGPRC)</u>	<u>Associate Director of Community Services</u>	<u>X</u>	-
<u>Larry</u>	<u>Grable</u>	<u>Service Center for Independent Living (SCIL)</u>	<u>Executive Director</u>	<u>X</u>	-
<u>Aaron</u>	<u>Carruthers</u>	<u>State Council on Developmental Disabilities (SCDD)</u>	<u>Executive Director</u>	<u>X</u>	-
<u>Brian</u>	<u>Weisel</u>	<u>State Council on Developmental Disabilities (SCDD)</u>	<u>Legal Council</u>	<u>X</u>	-
<u>Teresa</u>	<u>Anderson</u>	<u>The Arc of California</u>	<u>Public Policy Director</u>	<u>X</u>	-